TIPT UC-ONE IOS/ANDROID PC & MAC DESKTOP CLIENT GUIDE

IT'S HOW WE CONNECT

WELCOME TO TIPT UC-ONE CLIENT!

CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example ***www.telstraenterprise.com.au***.

Button names and titles/features on your computer screen are shown in **bold**.

VERSION

This guide is based on mobile client version – 20.1.20 (iPhone), 20.1.10 (iPad) iOS 8 and Android 21.0.1.0, Desktop 21.0.0 and MAC 21.0.0

TIPT UC-One iOS Client, User Guide, April 2015

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This guide will help you navigate and complete critical tasks to benefit your business and provide tips to better utilise the TIPT UC-One client.

NEED MORE SUPPORT?

To access the Help using your **iOS** device:

1. Tap **Settings**
2. Tap **Help**
   This will direct you to ***telstra.com/tiptresources***

To access the Help using your **Android** device:

1. Tap **Options**
2. Tap **Settings**
3. Tap **Help**
   This will direct you to ***telstra.com/tiptresources***

To access the Help using your TIPT UC-One **PC Desktop** Client:

1. Click the **TIPT UC-One icon**
2. Select **Help**
   This will direct you to ***telstra.com/tiptresources***

For “How-to” support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, ***telstra.com/tiptresources***, contact the Telstra IP Telephony Helpdesk - **1800 287 289,** (option 2) 24 hours per day.

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CHAPTER 1
TIPT UC-ONE IPHONE CLIENT OVERVIEW

TIPT UC-One is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road.

TIPT UC-One can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops.

TIPT UC-One allows the user to search their enterprise directory for contacts that they may not have on their buddy list. After searching, they can easily click to call the user or, optionally, add them to their buddy list.

TIPT UC-One also allows you to indicate your Presence, send Chat Messages (IM) and join a Chat Room (My Room). These features are all available on mobile and desktop devices with the use of a public internet connection.

WHY USE TIPT UC-ONE IPHONE CLIENT?

TIPT UC-One IOS Desktop Client offers:

- Convenience: There are multiple ways to access your TIPT Services
- Accessibility: TIPT UC-One iPhone Client gives you around the clock access to your TIPT services. Instant Messaging and Presence (IMP) are available on mobile devices with a public internet connection.
- Productivity: Save time with unrestricted access to TIPT services

Features include:

- Fast access to contacts and directories.
- View calls that have been missed, received or dialled from any of your TIPT devices.
- Add favourites so that frequently called contacts can be quickly located.
- Precise search function.
- TIPT features can be set from the client.
- Conference numbers, including ID and passwords can be entered for easy and fast access to conferencing.
- Change your Presence (online status) to indicate whether you are **Available**, **Busy**, **Away** or **Offline.** Some Presence statuses will change automatically when you are in a **Chat Session** or **Meeting**.
- Chat with one person or a group of people.
- Allow contacts to join your ***My Room*** Chat session for group chats.

CHAPTER 2
INSTALLING TIPT UC-ONE IPHONE AND IPAD CLIENT

INSTALLING UC-ONE CLIENT ON IOS MOBILE DEVICES

Prior to installing the UC-One client ensure your Customer group administrator has configured TIPT UC-One for you in CommPilot.

IPHONE UC-ONE APP

1. For installation, access the AppStore
2. Search for **tipt uc one,** download the UC-One client software.
3. Tap **Open**
4. Once the install is complete tap the **TIPT** app

5. To accept the License Agreement tap **I accept**
6. Tap **I accept** again.

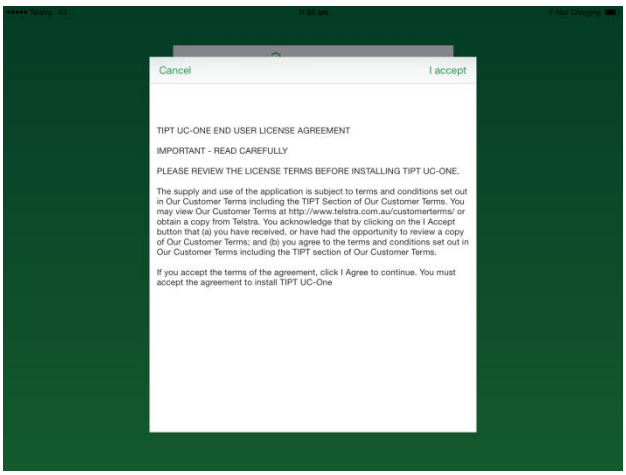
IPAD UC-ONE APP

When searching for the UC-One App from your iPad, search for iPad apps.

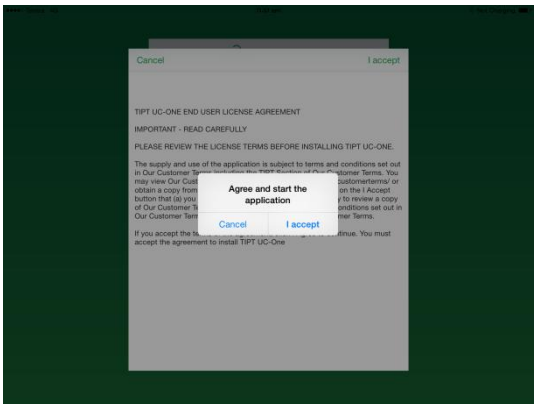
1. For installation, access the AppStore
2. Search for **tipt uc one,** download the UC-One client software.
3. Tap **Open**

4. Once the install is complete tap the **TIPT** app

5. To accept the License Agreement tap **I accept**

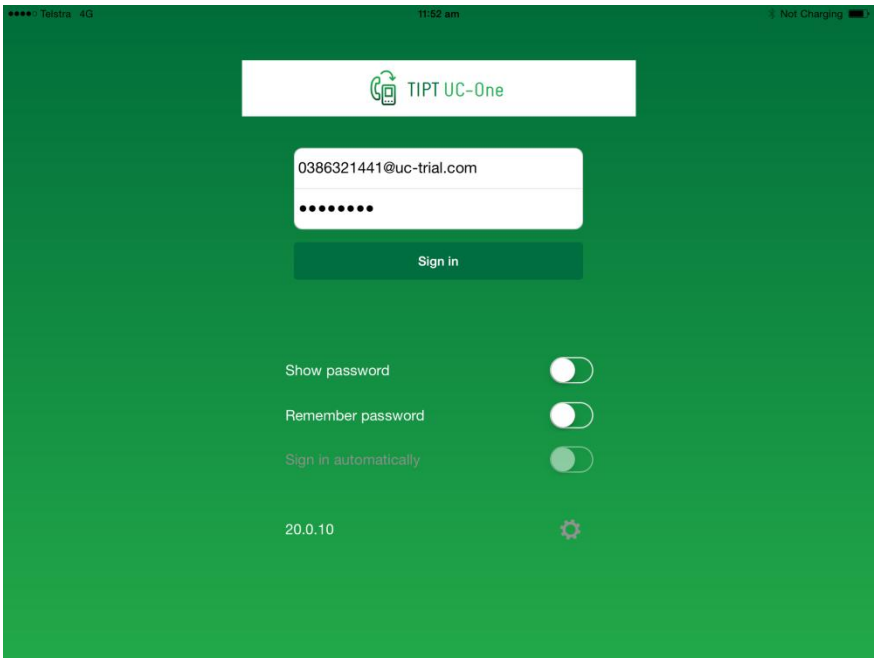

Cancel
I accept
TIPT UC-ONE END USER LICENSE AGREEMENT
IMPORTANT - READ CAREFULLY
PLEASE REVIEW THE LICENSE TERMS BEFORE INSTALLING TIPT UC-ONE.
The supply and use of the application is subject to terms and conditions set out in Our Customer Terms including the TIPT Section of Our Customer Terms. You may view Our Customer Terms at http://www.telstra.com.au/customerterms/ or obtain a copy from Telstra. You acknowledge that by clicking on the I Accept button that (a) you have received, or have had the opportunity to review a copy of Our Customer Terms; and (b) you agree to the terms and conditions set out in Our Customer Terms including the TIPT section of Our Customer Terms.
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install TIPT UC-One

6. To confirm tap **I accept** again



7. Tap **Done**

8. Enter your ***Username*** and ***Password*** and tap ***Sign in***



CHAPTER 3
ACCESSING TIPT UC-ONE IPHONE CLIENT

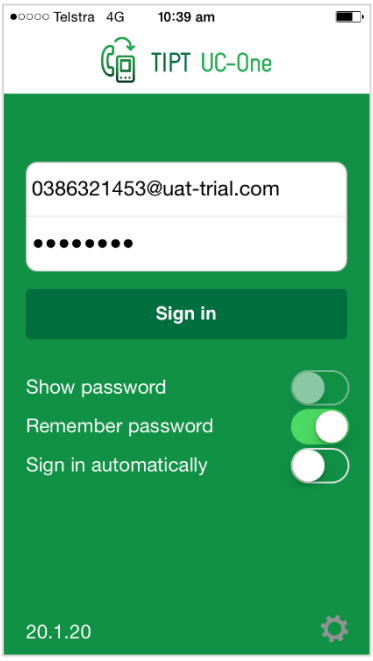
SIGN IN

To log in to TIPT UC-One iPhone Client

1. Tap the **TIPT UC-One** app
2. Enter your **Username** and **Password**
   To show password, remember password and sign in automatically use the switch to enable

FIELDS	VALUES
Username (This is your current Telstra Telephony Toolbar username.)	***03xxxxxxxx@telstra.com*** Generally, this is your TIPT phone number.
Password (Your current Telstra Telephony Toolbar password)	***xxxxxxxx*** If you don't remember your password, please contact your Customer Group Administrator to reset your password.

3. Tap **Sign In**

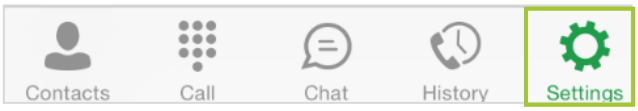


Note: For ease of use, select the options to remember password and to Sign in automatically. These settings can be changed at any time. Refer to Chapter on Client Settings.

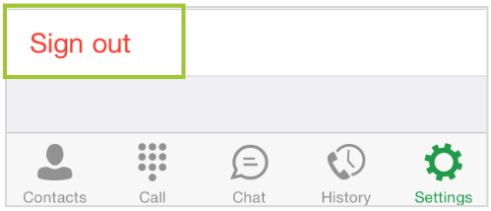
SIGN OUT

To sign out of TIPT UC-One

1. Tap **Settings**



2. Scroll down



3. Tap **Sign out**

CHAPTER 4
IPHONE - RECOMENDED CONFIGURATION

CONFIGURATION SETTINGS

- When using the TIPT UC-One Mobile client, incoming calls to your TIPT desk phone will also arrive on your Mobile device and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your Mobile device from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One client if signed into TIPT UC-One.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for TIPT UC-One. The UC-One client uses SCA on the primary number assigned to your TIPT phone. The mobile UC-One client and the PC UC-One client will require a SCA user each.
- Changing any of the recommended settings may impact expected functionality.

SETTING	TIPT UC-ONE CLIENT	REASON FOR RECOMMENDED SETTING
Call Forwarding No Answer	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail).
Call Forwarding Always	Off	Every call to your TIPT desk phone will be forwarded to the number configured. If turned on incoming calls will not ring on the UC-One mobile client but will ring on the device that has been configured, i.e. your mobile number.
Do Not Disturb	Off	If you turn Do Not Disturb on, calls will not arrive on your UC-One client but will go straight to Voicemail on your TIPT desk phone.
Remote Office	Off	If you turn Remote Office On calls made to your TIPT desk phone will arrive at the configured number, not your UC-One client.
TIPT Anywhere	Feature can be On, Enabled	If you turn TIPT Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the UC-One client will ring at the same time.

	location - Off	
Simultaneous Ring Personal	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the UC-One client will ring at the same time when a call arrives through the UC-One client when turned On.

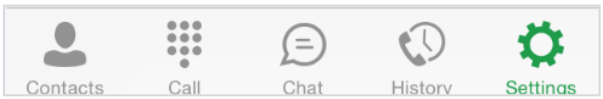
The following User settings are recommended for initial setup in CommPilot and/or the Telstra Telephony Toolbar.

SETTING	TELSTRA TELEPHONY TOOLBAR / COMMPILOT	REASON FOR SETTING
Connected Line Identification Restriction	**On ***	
External Calling Line ID Delivery	**On ***	
Internal Calling Line ID Delivery	**On ***	
Call Waiting	**Off**	If turned On, when a second call arrives the UC-One call will immediately be placed on hold and the second call will be answered. The user is not given an option to “hold the first call and answer the second incoming call, or end the first call to answer the second incoming call”.

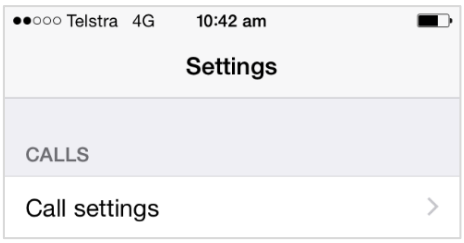
*** Note :** If you don’t want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

The following settings are recommended when you make a call.

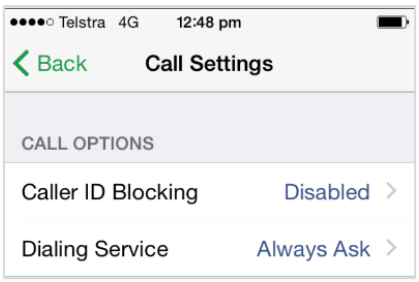
1. Tap **Settings**



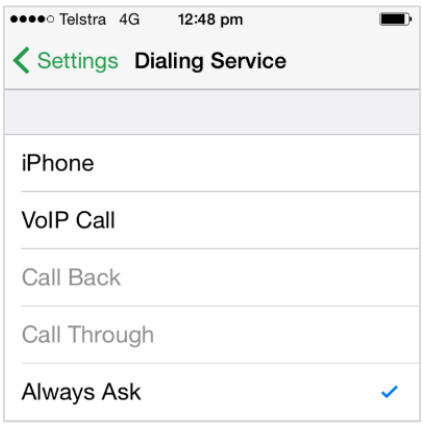
2. Tap **Call Settings**



3. Select **Dialing Service**

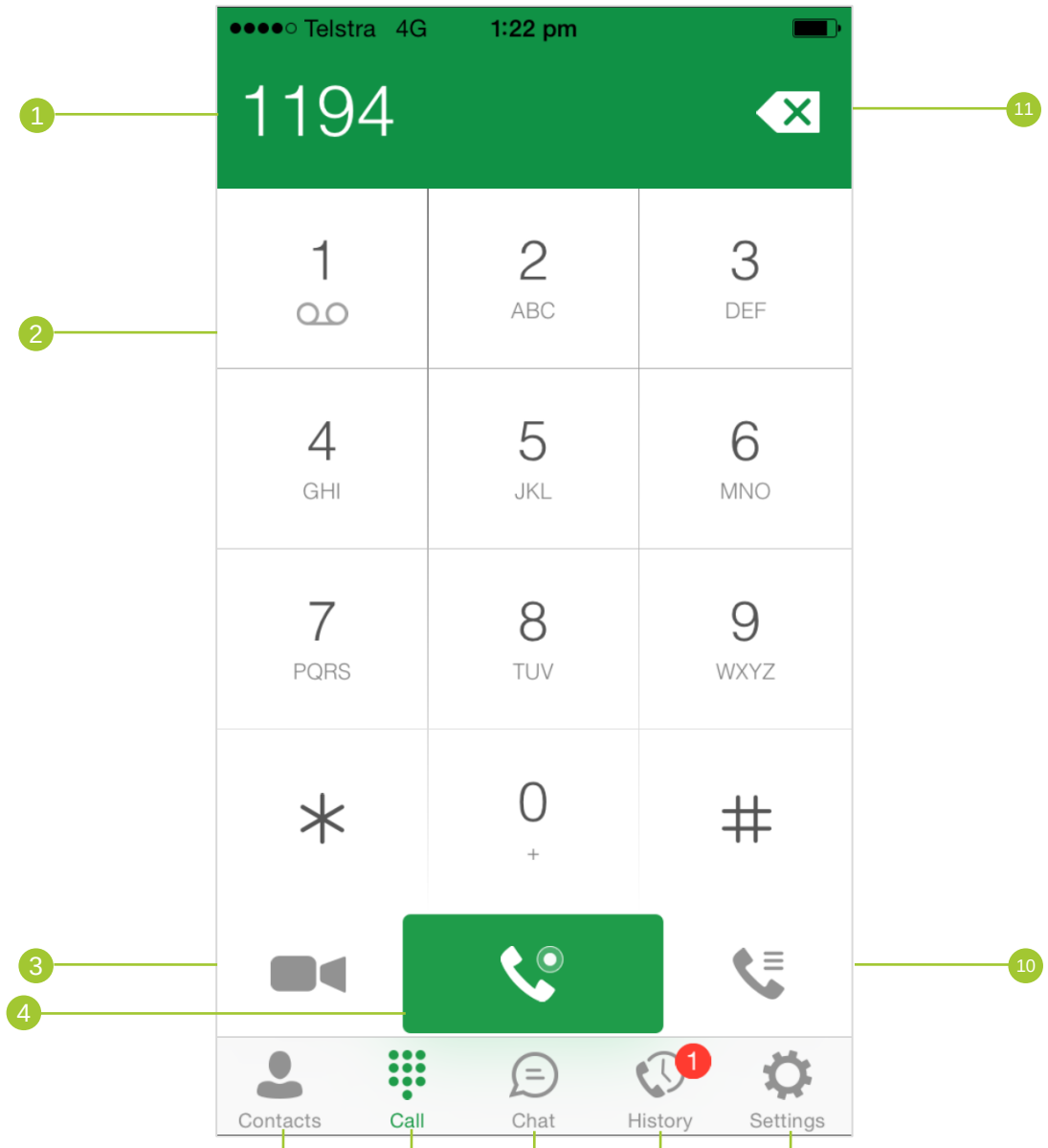


4. Tap **Always Ask**



5. Tap **Back** to return to Call Settings.

CHAPTER 5
IPHONE TIPT UC-ONE HOME SCREEN



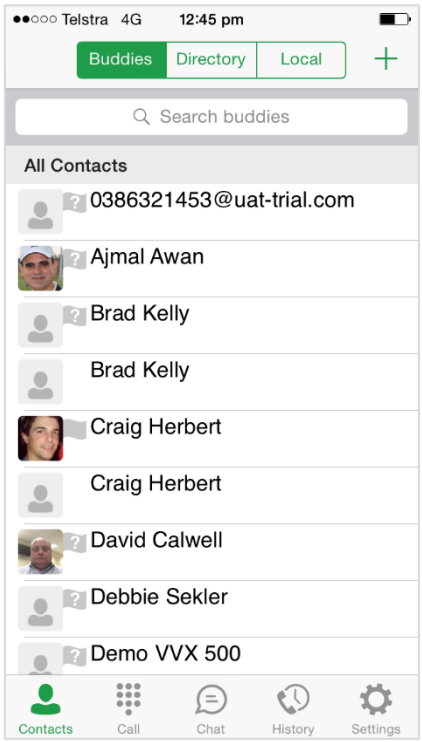
1	Dialer
2	Dialpad
3	Video Call
4	Call
5	Contacts

6	DialPad
7	Chat
8	History
9	Settings
10	Pull Call
11	Delete

CHAPTER 6
IPHONE – BUDDIES, DIRECTORY AND HISTORY

BUDDIES LIST

The Buddy list is a list of contacts you communicate with on a regular basis. Buddies can be added from the Directory to allow you to call or Chat.



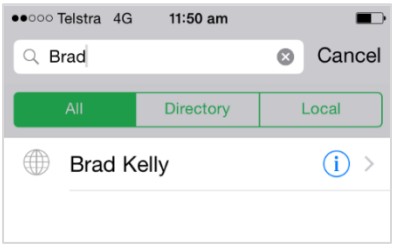
ADD A BUDDY

To add a contact from the ***Directory*** to your ***Buddy*** List.

1. Tap

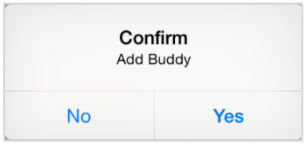
2. Tap the ***Directory***

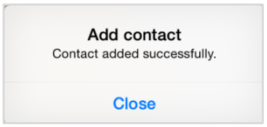
3. **Search** for the person you wish to add to your Buddy List.



4. Tap

5. Tap on the to the right of ***Add to IM Buddies***

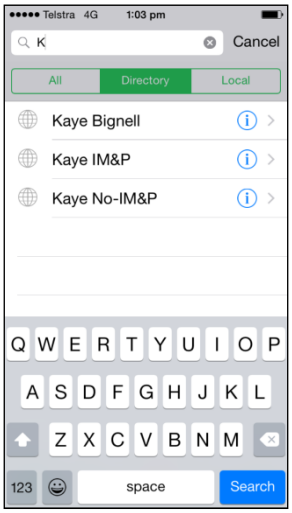
6. Tap ***Yes*** 

7. The person will now be added to your Buddies List. 

8. Click on **Close**.

DIRECTORY

Directory will list all your contacts. Contacts that can be displayed are Directory (Enterprise) and Local (Personal).



The directory the contact is located in is identified by the icon next to the name.

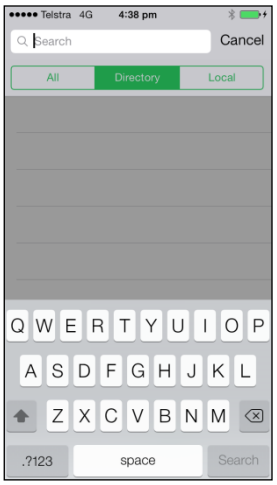
- Directory contacts

- Local contacts.

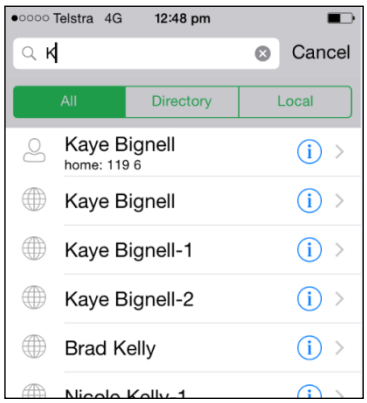
To Search from your list of contacts:

1. Tap **Directory**

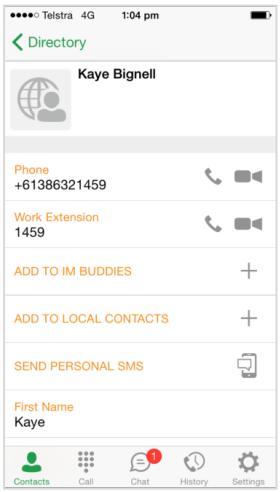
2. Tap in the **Search** field
   If you would like to filter your search by Directory or Local contacts, use the filter tabs at the top of the screen. All is selected by default.



3. Enter the name of your contact.
   The search will begin as soon as you start entering text.



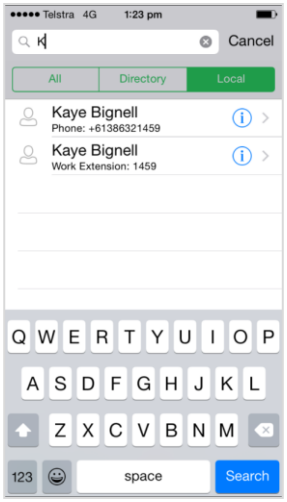
4. Tap **Search**
5. The search results will display.
6. You can call a contact by tapping on .
7. Tap on



8. The number will connect automatically.

LOCAL

The Local directory is a list of the contacts on your iPhone so your Personal Directory.

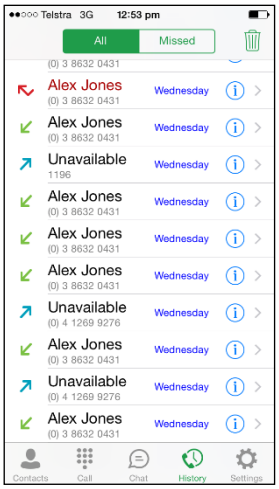


HISTORY

History lists your missed, received, placed calls and Chat sessions made from any of your TIPT UC-One devices.

To view the History:

1. Tap **History**



History lists your missed, received , placed calls and chat sessions made from any of your TIPT UC-One devices.

- Placed calls

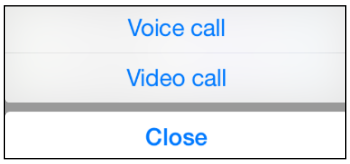
- Received calls

- Missed calls

Chat

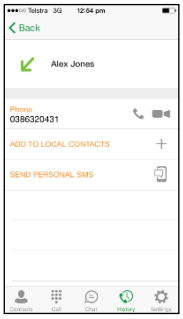
The icons at the top of the screen allow you to view All Calls or Missed calls.

9. You can call a contact by tapping on the name and choosing the type of call you wish to make.

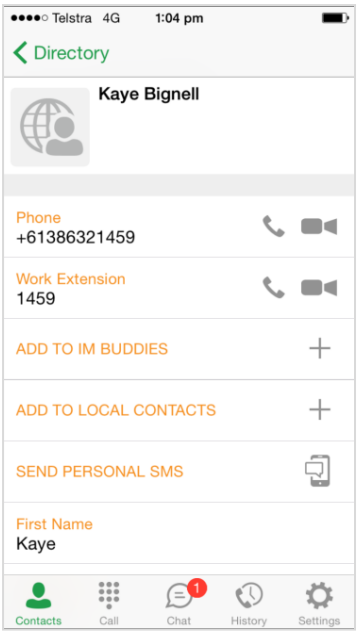


Or

Expand the contact's information by tapping on



1. Tap on



2. The call will dial automatically.

Note 1: When you have an unseen missed call your Call History icon

will display a notification to alert you to any missed calls. When you tap on Call History to view the missed calls, the notifications will no longer display.

Note 2: Individual calls or chat sessions cannot be deleted from History on the iPhone device.

CHAPTER 7
IPHONE - USING CLIENT FEATURES

PLACE A CALL

There are a number of ways you can make a call from TIPT UC-One. All options allow you to make a Voice Call or a Video Call.

Note: The quality of your video connection when you are on a mobile device and connecting to a video conference where other parties are on a larger screen will depend on the capabilities of the camera on your mobile device.

PLACE A CALL USING YOUR DIRECTORY

1. Tap **Directory**

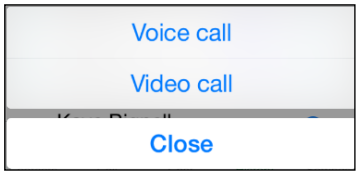
2. Tap in the **Search** field
3. Type in the name of your contact. The search will begin as soon as you start entering the name. Contacts that can be displayed are Directory (Enterprise) and Local (Personal).
4. Tap the to the right of the name of the contact you wish to call
5. Tap
6. The number is dialled instantly.

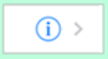
Note: For further options you can expand the contact's information by tapping on

PLACE A CALL FROM CALL HISTORY

1. Tap History

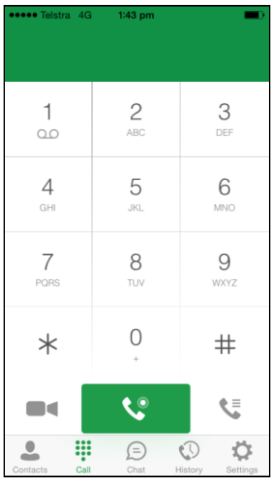
2. Tap the name of the contact you wish to call
3. Select the type of call you would like to make



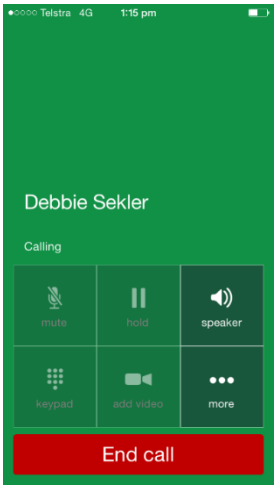
Note: For further options you can expand the contact's information by tapping on 

DIAL AN AD-HOC NUMBER

1. From the Call Screen, enter the number using the **dial pad**



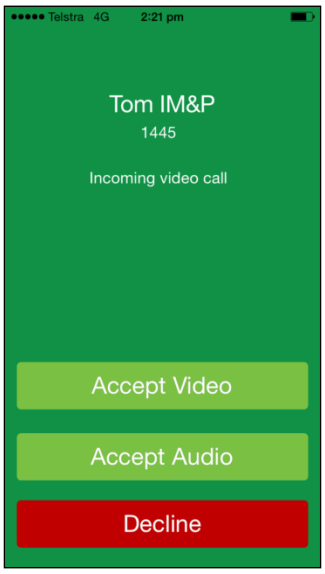
2. Tap the **Dial** icon
3. The number will be dialled automatically.



RECEIVE A CALL

When there is an incoming call a call pop up window will display on your screen

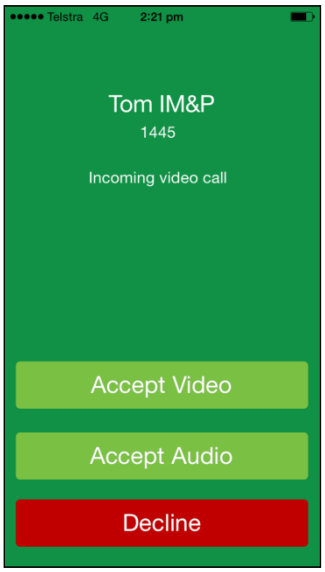
VOICE CALL



1. Tap **Accept Audio** to answer the call

VIDEO CALL

1. Tap **Accept Video** to answer a video call



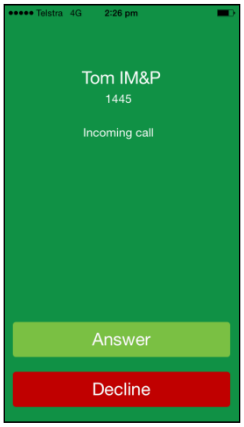
Note: If **Decline** is selected the call will follow the **Call forward no answer** settings. If this feature is disabled the caller will be disconnected.

CALL WAITING

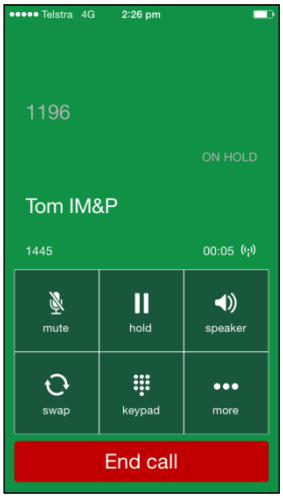
It is recommended that Call waiting is disabled, however if you enable the feature:

To answer a second call, while you are on an active call

1. Tap either **Answer** or **Decline** to accept or decline the second call. If you select Answer the first caller is automatically placed on hold



2. You can swap between the two calls by selecting **swap**



Note 1: If **Decline** is selected the call will follow the **Call forward busy** settings, if this feature is disabled the caller will be disconnected.

Note 2: If no option is selected the call will follow the **Call forward no answer settings.** If this feature is disabled the caller will continue to hear ring tone.

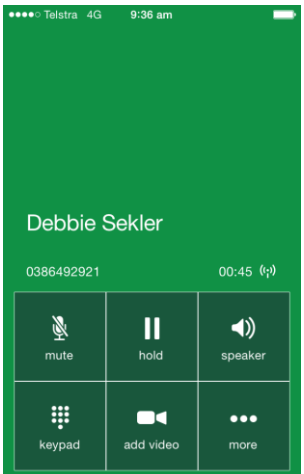
END A CALL

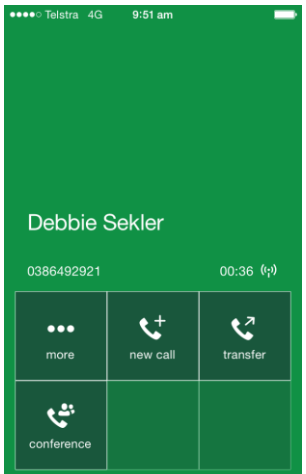
To end a call:

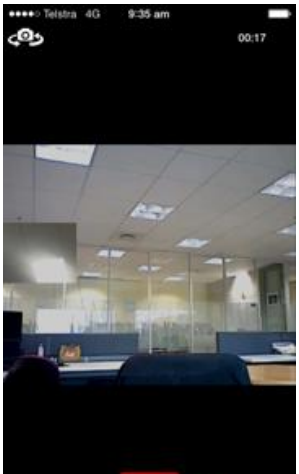
1. Tap **End call**

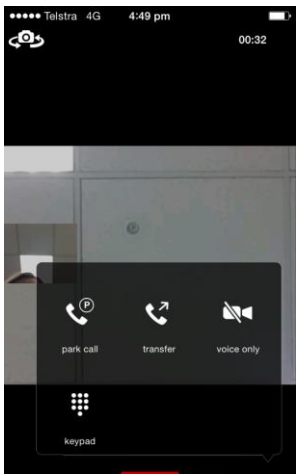
ACTIVE CALL OPTIONS

When you have an active call or video call in place you can use the following call control features.









Note: For a **Video Call** tap the screen to display the In Call menu and tap again to hide.

FEATURE	VOICE CALL	VIDEO CALL
Mute	✓	✓
Hold	✓	✓
Speaker	✓	
Keypad	✓	✓
Add Video	✓	
More	✓	✓
New Call	✓	✓
Transfer	✓	✓
Conference	✓	✓
End Call	✓	✓
Pull Call		✓
Transfer		✓
Voice Only		✓
Keypad		✓

HOLD A VOICE OR VIDEO CALL

While on an active voice call

1. Tap the **hold** icon

While on an active video call

1. Tap the screen to display the in call menu, then tap the **more** icon

for further options
2. Tap the **hold** icon

To take the call off hold

1. Tap the **hold** icon again

MUTE A VOICE OR VIDEO CALL

Muting your microphone will stop the caller from hearing you, but you will still be able to hear the caller.

While on an active call

1. Tap the **mute** icon

To take the call off Mute

1. Tap the **mute** icon again

Note: For a **Video Call** tap the screen to display the In Call menu and tap again to hide.

SPEAKER – VOICE CALL

To use the mobile device Hands free

1. While on an active call tap the **speaker** icon

To take the mobile device off Hands free

1. Tap the **Speaker** icon again

ADD VIDEO – VOICE CALL

To make an active call a video call

1. Tap **Add Video**

> **Note:** The other party will require Video functionality for this feature to work.

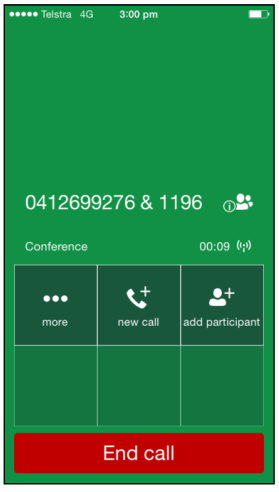
CONFERENCE CALL – VOICE CALL

A Conference call allows three or more parties to speak together.

1. While on an active call, tap **more**, then **conference**

2. Using the keypad dial the required number or search and select from History or Directory, tap **Dial** icon

3. Once the third party answers all parties will be joined to the conference immediately



If the third party does not answer or does not wish to join the conference

4. Tap **End Call** to return to the orginal caller.

TRANSFER – VOICE CALL

There are two types of call transfer, Blind Transfer and Consult Transfer.

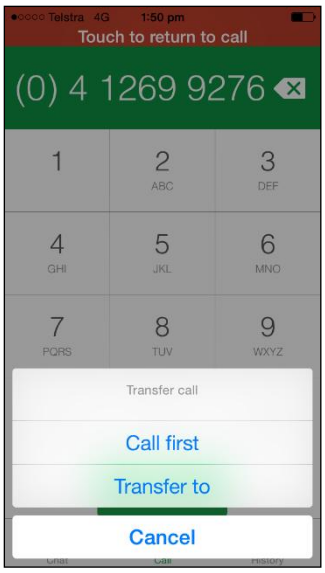
Blind Transfer – transfers a call without allowing you to announe the call to the third party.

Consult Transfer – transfer a call by speaking with the third party prior to completing the transfer.

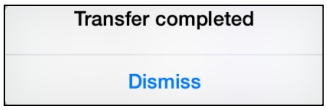
To complete a **Blind Transfer**

1. While on an active call, tap **more**, then **transfer**

2. Enter the number using the keypad, then tap **dial** or select a number by searching through your Directory or History
3. Tap **Transfer to** from the options display



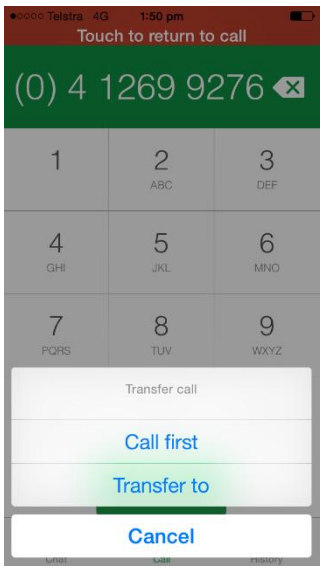
4. Click on **Dismiss** once call is transferred**.**



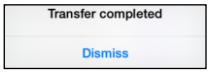
To complete a **Consult Transfer**

1. While on an active call, tap **more**, then **transfer**

2. Enter the number using the keypad, then tap dial or select a number by searching through your Directory or History
3. Tap **Dial** icon
4. Tap **Call first**



5. After announcing call, tap **Complete**

6. Tap on **Dismiss** once the call is transferred 

If the third party does not answer or does not wish to take the call

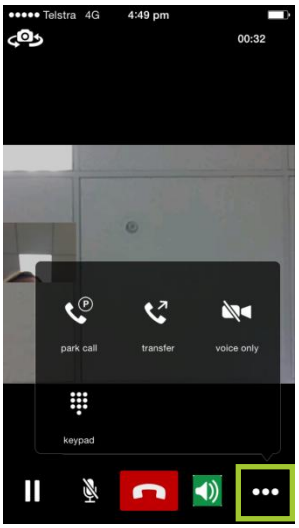
1. Tap **End Call** to return to the original caller

VOICE ONLY – VIDEO CALL

Allows you to change a Video call to a Voice only call.

1. Tap the screen to display the in call menu, then tap the **more** icon

for further options

2. Tap the **Voice Only** icon to swap to a voice call 

SWAP – VIDEO CALL

Allows you to Swap between the front and back cameras on your mobile device.

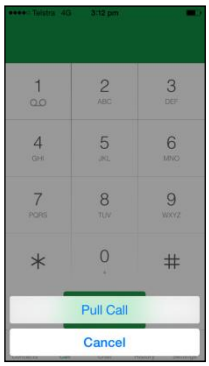
1. Tap the **Swap** icon at the top left hand corner of the screen to swap between front and back camera

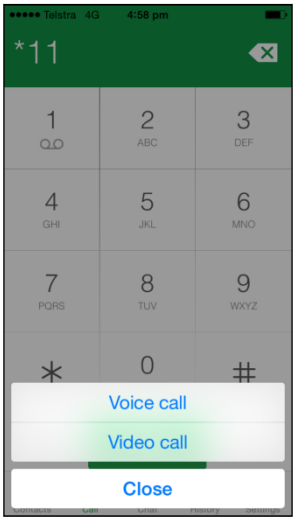
ADDITIONAL FEATURES

CALL PULL

If you have an active call on their desk phone, the call can be pulled seamlessly to your mobile phone via the **Call Pull** button. There is no interruption to the voice call.

1. When on a call on your desk phone, tap and hold the **Call Pull** icon on your mobile device

   Tap **Pull Call** 

   Tap **Voice Call** or **Video Call** 

   The call will instantly move to your mobile with no interruption to your call.

   To Pull the call from your mobile to your TIPT desk phone

2. Dial ***11** on your desk phone

REDIAL

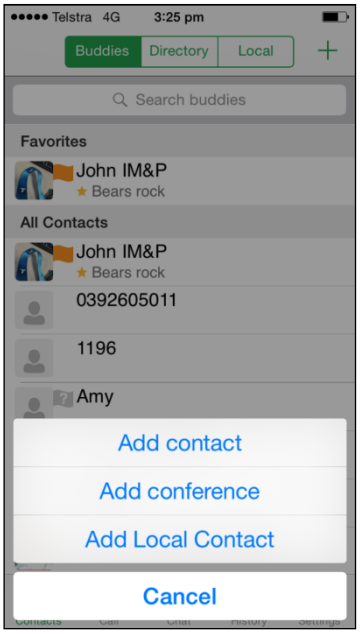
To redial the last number

1. From the Dial pad tap the **Handset** icon, the previously dialled number should appear
2. Tap the **Handset** icon again to dial the number.

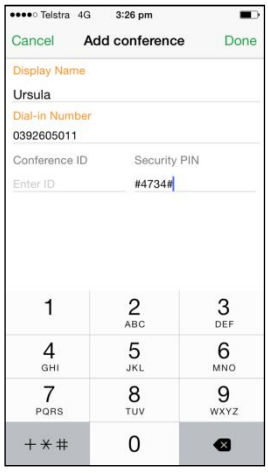
CHAPTER 8
ADDING YOUR VMR NUMBER AND SECURITY PIN

Your Virtual Meeting Room (VMR) Conference number and Security PIN need to be entered in your contact information. To add your VMR number:

1. Select **Add Contact**



2. Select **Add conference**..
3. Tap on **Display Name** and type name



4. Tap on **Dial-In Number** and add the VMR Number.
5. Tap on **Security Pin** and add the PIN for VMR conferences.
6. Tap **Done**.

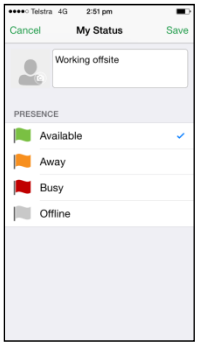
CHAPTER 9
USING TIPT UC-ONE PRESENCE, CHAT (IM) AND MY ROOM

The TIPT UC-One client supports Presence, Chat and My Room. These new features are now available via a public internet connection.

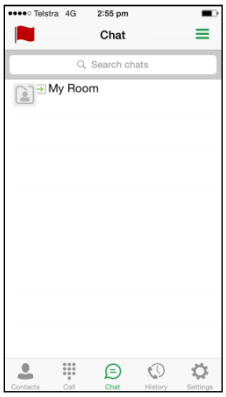
PRESENCE

Presence Information allows you to change your status to indicate whether you are – Available, Away, Busy, Offline or in a Chat Session, in a Meeting or on a Call. To change your Presence:

1. Click on **Chat**
2. Click on the ***Presence*** Icon
3. Select from **Available**, **Away**, **Busy** or **Offline** or type your own customised message.



4. Tap **Save**
5. Your presence will automatically refelect your selection.

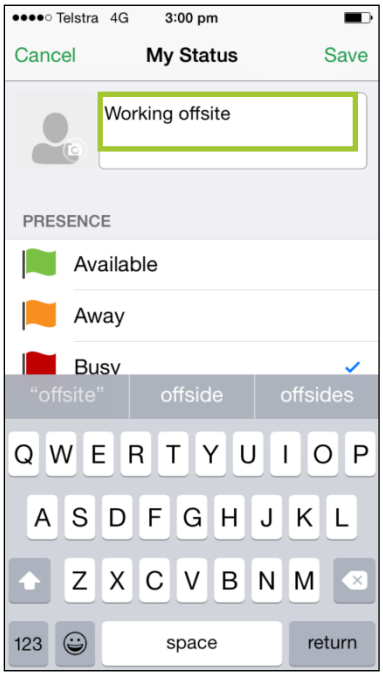


Note: Other statuses will change automatically when you are involved in a Chat session, on the phone or in a meeting.

CUSTOMISING MY PRESENCE INFORMATION

TO PERSONALISE THE MESSAGE ASSOCIATED WITH YOUR STATUS:

1. Click on the ***Presence*** Icon



2. Click into the text box and type your message.
3. Tap **Save**

Note: Contacts must accept the Presence Request which is automatically sent when you add a new contact in order to view other contact's Presence.

CHAT

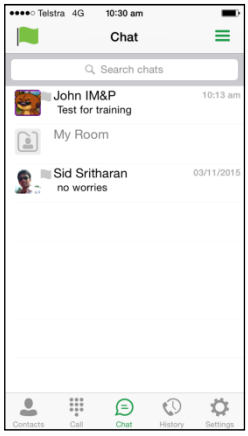
Chat gives you the ability to chat on a 1-1 basis or with a group of people using **My Room**. Buddies/contacts can be added to the Chat Room at any stage to join the conversation.

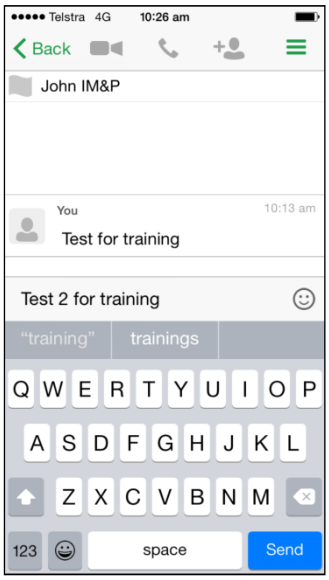
SENDING A CHAT

To send a Chat request

1. Tap on Chat

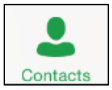
2. **Tap** the contact/buddy that you wish to chat with.





3. **Type** your message
4. Tap **Send**

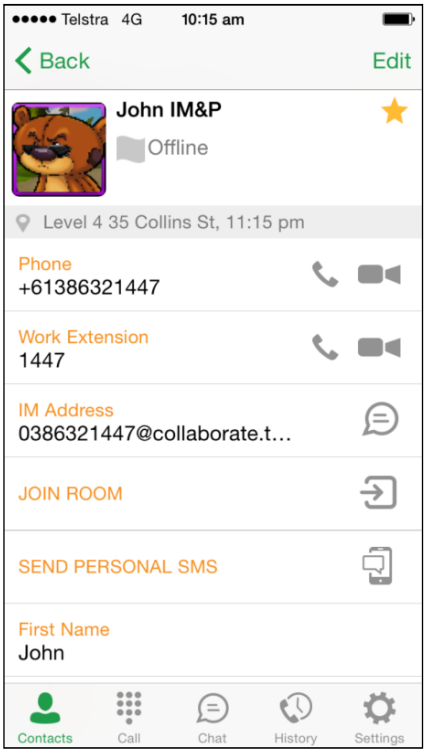
Or

1. Tap ***Contacts*** 

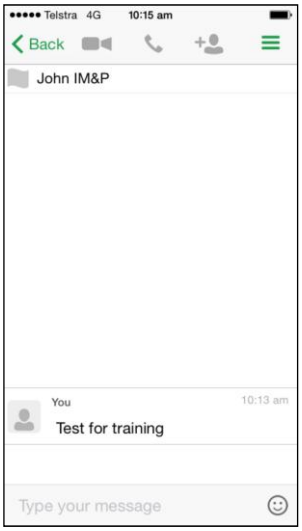
2. Tap ***Buddies***

3. From the Buddies List ***select*** the buddy you wish to chat with.

4. Tap **Chat**



5. ***Type your message*** to commence the chat



6. Tap ***Send***

> **Note**: The buddy you wish to chat with must show the Presence **Available** in order to commence the Chat

MY ROOM

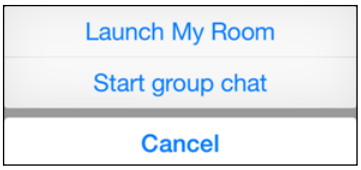
My Room is your virtual meeting room. It allows you to chat, call, video call and desktop share with a single contact or a group of contacts.

To chat with multiple buddies in the same Chat session:

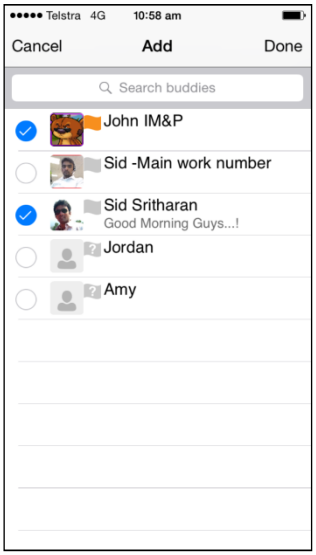
1. Tap ***Chat***

2. Tap ***Options***

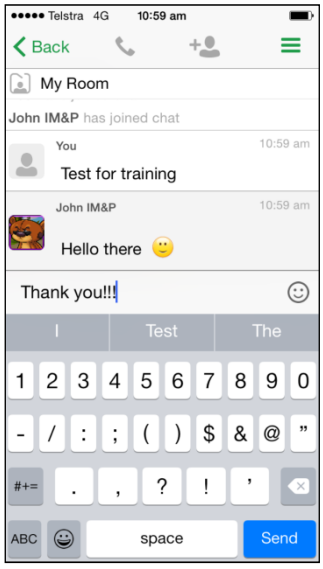
3. Tap ***Launch My Room***



4. ***Select*** the buddies you wish to Chat with and tap **Done**

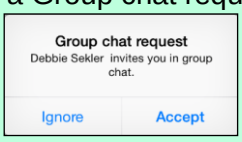


5. Type your message(s) and Tap ***Send***.



6. The ***Chat Room*** has been created and the group chat is ready to commence

Note: Chat room buddies will receive a Group chat request to join the Chat session and they must tap accept to join the session.

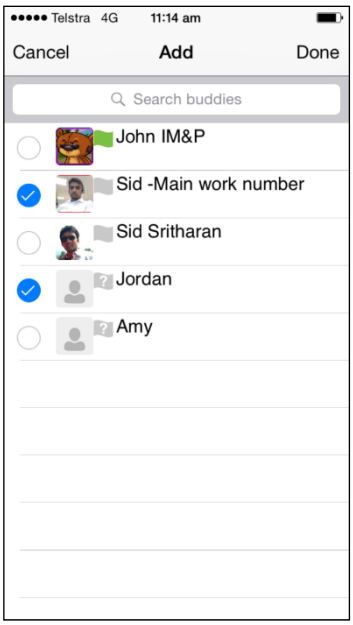


ADDING ADDITIONAL BUDDIES TO THE CHAT ROOM

You can add addional buddies to your Chat session at any stage.

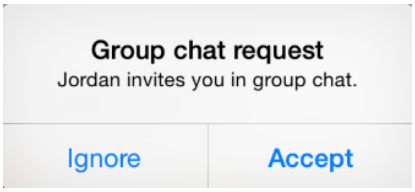
In ***My Room***:

1. Tap to add additional buddies to the Chat session.



2. ***Select*** from your buddy list and tap ***Done***

3. The additional contacts/buddies will be sent a **Group chat request** and they need to **Accept** to join My Room.

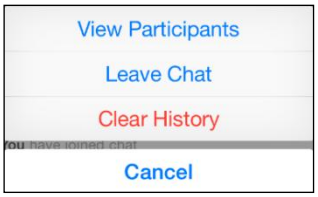


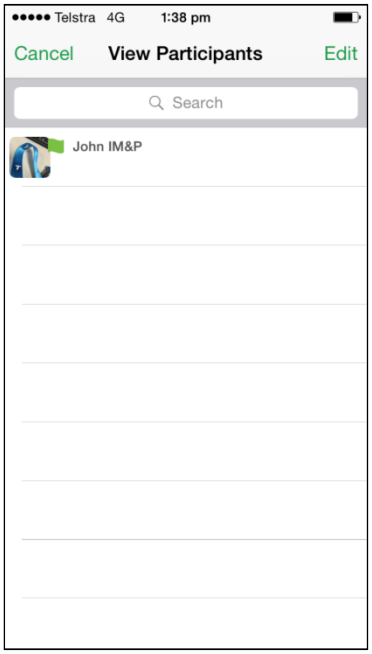
VIEW PARTICIPANTS OF CHAT SESSION

You have the ability to view the participants of the Chat session at any stage.

1. Tap Options

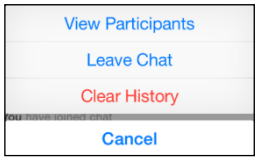
2. Tap ***View Participants*** to view the Chat session members.

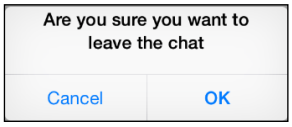




END THE CHAT SESSION

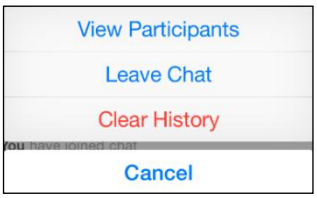
To leave the Chat Session:

1. Tap ***Options***
2. Tap ***Leave Chat*** 

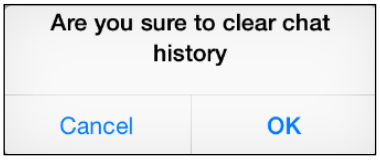
3. Tap ***OK*** 

CLEAR HISTORY

To clear the Chat History.

1. Tap ***Options***
2. Tap ***Clear Histoy*** 

3. Tap ***OK***

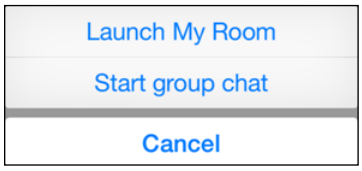


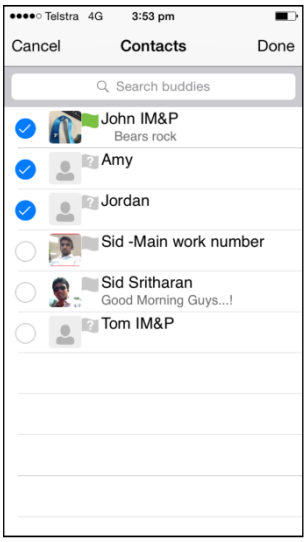
GROUP CHAT

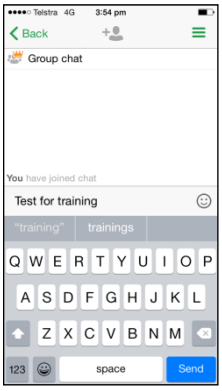
To chat with multiple buddies in the same Chat session:

1. Tap ***Chat***

2. Tap ***Options***

3. Tap ***Start Group Chat*** 

4. Select the people you wish to include in the group chat 

5. Type your message and tap **Send** 

Or

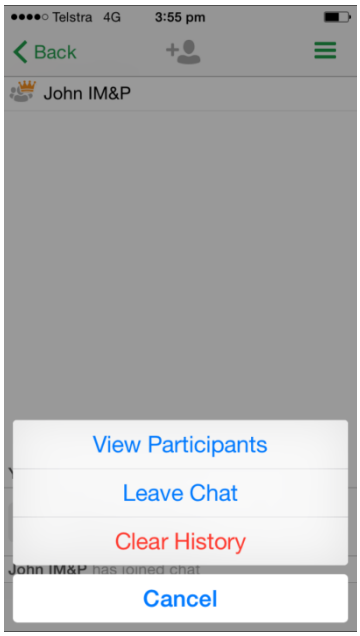
1. Open **My Room.**

2. Select the **buddies/Contacts** you want to chat with**.**
3. **Click and drag** the buddies/contacts into **My Room.**
4. **Type** your Chat message**.**
5. Tap **Send.**

END THE GROUP CHAT SESSION

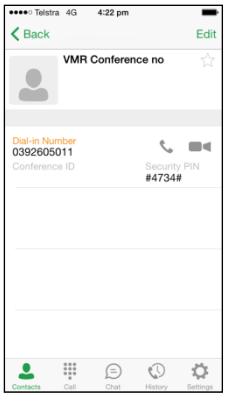
To leave a group chat at any stage:

1. Tap **Options** and **Leave Chat**.

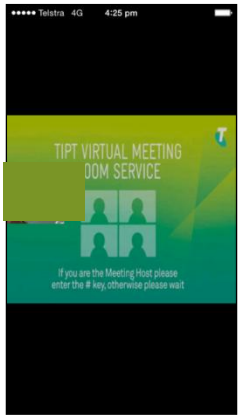


USING THE TIPT VIRTUAL MEETING ROOM SERVICE

1. Tap ***Contacts***.
2. **Search** for your contact with the VMR Conference Number.



3. Tap ***Call*** or ***Video Call***
4. Tap ***Voice call*** or ***Video Call***.
5. You are now connected to the ***TIPT Virtual Meeting***


Telstra 4G 4:25 pm
TIPT VIRTUAL MEETING
OOM SERVICE
If you are the Meeting Host please
enter the # key, otherwise please wait

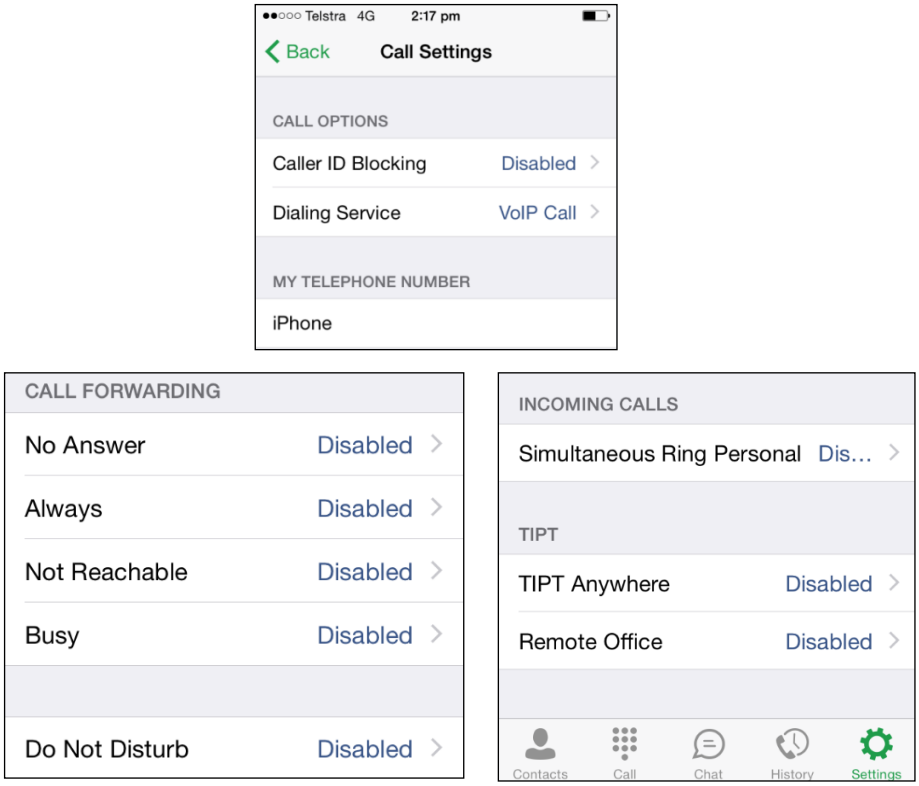
6. Click on the ***End Call*** button at any stage to end the meeting.

CHAPTER 10
IPHONE - CLIENT SETTINGS

The TIPT UC-One client supports the following TIPT features. These services can be turned on or off using the **Settings** window. Settings can also be configured in CommPilot.

FEATURE	DESCRIPTION
Call settings	Enables or disable TIPT UC-One features.
Remember password	If this feature is activated the application will remember the password the next time you logon.
Automatic sign-in	Is this feature is activated the application will login automatically.
Language	Set the language. English is the supported language.
Troubleshooting	Displays Logs and Reporting
Caller ID lookup	Allows you to enable or disable Caller ID lookup
Help	Link to the TIPT Resources website ***telstra.com/tiptresources.***
About	Current installed version.
Version	Displays the version number
Sign out	Allows you to Sign out

The following screens appear when the **Settings** icon and **Call Settings** are selected



FEATURE	DESCRIPTION
Caller ID Blocking	Enable you to activate or deactive Caller ID
Dialling Service	Allows you to specify which dialling service you would like to use for outgoing calls.
iPhone	Enter your iPhone Telephone Number
No Answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered.
Always	Every call will be forwarded to the number configured.
Not Reachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Busy	Calls will be forwarded only when the phone being called is busy.
Do Not Disturb	If you activate this service all calls will be blocked.
Simultaeous Ring Personal	The Simultaneous Ring feature allows up to 10 phone numbers to be

FEATURE	DESCRIPTION
	defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.
TIPT Anywhere	The TIPT Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. If required the call can then be continued on any of the other preconfigured phones.
Remote Office	Remote Office allows you to use any other phone number e.g. home number or mobile as your TIPT desk phone. When a call is initiated from TIPT UC-One with Remote Office enabled, your TIPT phone number will be displayed to the caller and not your remote office number. Incoming calls to your business are redirected to ring on the Remote office phone number. People who work away from the office (or from home) will benefit from this feature.

CALLER ID BLOCKING

By default, your number is displayed to the called party. When the CLID Number feature is enabled your number is hidden from the display of the called party. When enabled CLID only works for calls to contacts external to your business.

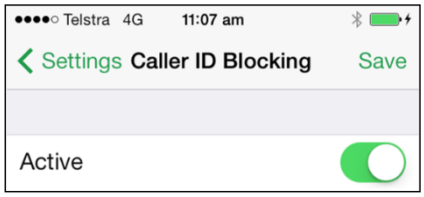
Calls to colleagues at your business site will still see your TIPT number displayed.

User Case:
Taylor is part of a call centre that also makes outbound calls. When making outbound calls to clients, Taylor sets Hide Number so clients will call back on the call centre number and not Taylor's direct line.

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Caller ID Blocking**



4. Change the Active switch from OFF to **ON**
5. Tap **Save**

To Disable:

1. Tap the **Settings** icon

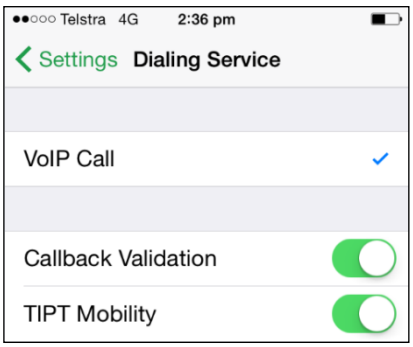
2. Tap **Call Settings**
3. Tap **Caller ID Blocking**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

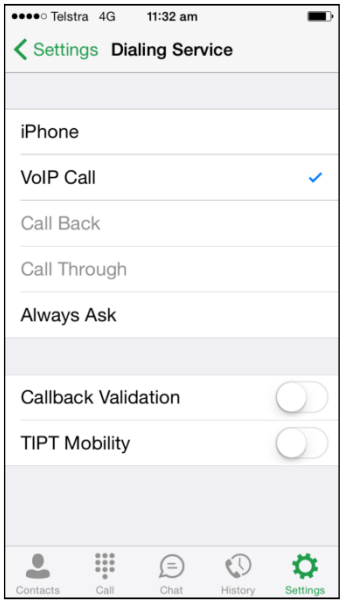
DIALING SERVICE

Allows you to specify which dialling service you would like to use for outgoing calls

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap the entry under **Dialing Service**





4. Select from the following options:

OPTIONS	DESCRIPTION
iPhone	Make calls using the iPhone
VoIP Call	Make calls using the TIPT UC-One client.
Call Back	This feature is currently unavailable.
Call Through	This feature is currently unavailable
Always Ask	When selected this feature will always ask you if you want to make the call from your iPhone (native call) or through UC-One.
Callback Validation	Switch On/Off
TIPT Mobility	Switch On/Off

CALL FORWARDING OPTIONS

The Call Forward feature automatically forwards incoming calls (from your TIPT desk phone) to an alternate phone number that is configured.

Calls can be forwarded to a colleague or your mobile if you are away from the office.

Call Forward No Answer User Case 1:

William is often not at his desk and misses a lot of calls that come through to his business phone. To help improve his contact ability, William enables *Call forward no answer* to his mobile phone number. This way, if William is at his desk he is able to answer the call on his business phone. If he is not at his desk and there is a call to his business phone it will be forwarded to his mobile phone number.

Call Forward Always User Case 2:

Gloria will be on leave for two weeks. Gloria's manager, Brian has agreed that he will take her calls while she is away. On her last day of work, Gloria signs in to TIPT UC-One and enables the *Call forward always* feature and assigns Brian's number in the phone number field. All of Gloria's calls are automatically forwarded to Brian. When Gloria returns from her leave she disables the *Call forward always* feature, so she can again receive calls on her business phone.

Call Forward Not Reachable User Case 3:

Glen's business is in an area where there are frequent disturbances to the electricity network. To prevent his business being unable to continue when these disturbances occur Glen has enabled *Call forward when unreachable* and entered the number as his mobile phone into the relevant field. If there are any outages, all of his business calls will automatically be forwarded to his mobile phone.

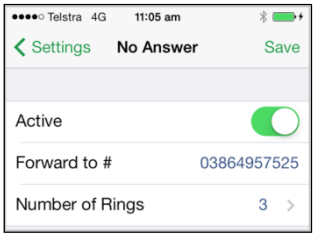
FORWARDING TYPE	DESCRIPTION
iPhone	All calls will be forwarded to your iPhone.
No Answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered.
Always	Every call to your TIPT desk phone will be forwarded to the number configured.
Not Reachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Busy	All calls will be forwarded only when the TIPT desk phone being called is busy.

NO ANSWER

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **No Answer**



4. Change the Active switch from OFF to **ON**
5. If required change the **Number of Rings**
6. Tap **Forward to #**
7. Enter the number you wish to forward calls to
8. Tap **Done**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **No Answer**
4. Change the Active switch from ON to **OFF**
5. Tap **Done**

Note 1: The Number of Rings allows you to change the number of rings callers will hear before being forwarded to the number specified on No Answer.

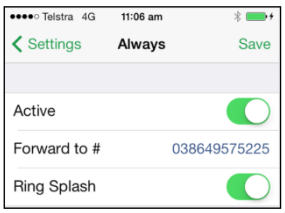
Note 2: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

ALWAYS

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Always**



4. Change the Active switch from OFF to **ON**
5. Tap **Forward to #**

6. Enter the number you wish to forward calls to
7. Change the Ring Splash switch from OFF to **ON,** if required
   If activated a single ring will play on your TIPT desk phone when an incoming call is forwarded.
8. Tap **Done**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Always**
4. Change the Active switch from ON to **OFF**
5. Tap **Done**

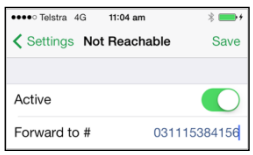
Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

NOT REACHABLE

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Not Reachable**



4. Tap **Forward to #**
5. Enter the number you wish to forward calls to when your number is unreachable
6. Change the Active switch from OFF to **ON**
7. Tap **Done**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Not Reachable**
4. Change the Active switch from ON to **OFF**
5. Tap **Done**

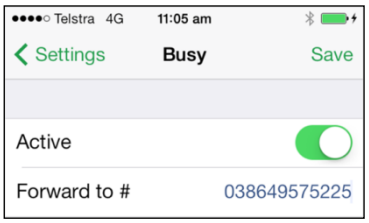
Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

BUSY

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Busy**



4. Tap **Forward to #**
5. Enter the number you wish to forward calls to
6. Change the Active switch from OFF to **ON**
7. Tap **Done**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Busy**
4. Change the Active switch from ON to **OFF**
5. Tap **Done**

Note: The mobile device will retain the previous number entered for this feature. This number can be deleted or changed at any time.

DO NOT DISTURB

If you activate this service all calls will be blocked and sent to your voicemail.

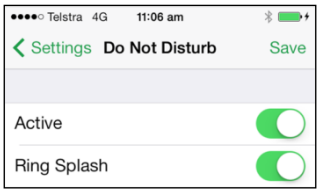
User Case:

Dasha will be in a meeting and does not want to receive any incoming calls. By activating Do Not Disturb people within the enterprise can see that Dasha is not available. Any incoming calls will immediately be sent to voicemail.

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Do Not Disturb**



4. Change the Ring Splash switch from OFF to **ON,** if required
   If activated a single ring will play on your TIPT desk phone when an incoming call is forwarded.
5. Change the Active switch from OFF to **ON**
6. Tap **Done**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Do Not Disturb**
4. Change the Active switch from ON to **OFF**
5. Tap **Done**

SIMULTANEOUS RING PERSONAL

The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.

Note: If the remote phone has voicemail enabled and picks up the call before your business phone voicemail answers, your voicemail messages will be located on your remote phone voicemail.

User Case:

Anthony is not always at his desk to answer calls on his business phone. Anthony's department prefers all calls to be answered promptly and not forwarded to message bank. Anthony enables the *Simultaneous Ring* feature and assigns his mobile phone as one of the other numbers. This way, Anthony is able to answer an incoming call on either phone.

SIMULTANEOUS RING PERSONAL AND UC-ONE

The recomneded settings are to have Simultaneous Ring Personal turned off. This is to prevent confusion when an incoming call is received.

When Simultaneous Ring Personal is disabled calls will arrive on the UC-One client.

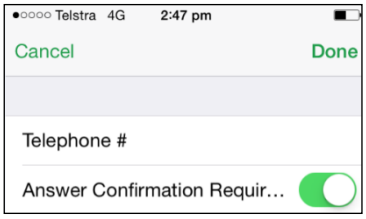
In the scenario where the mobile device your TIPT UC-One client is installed on is the same as the number specified in the Simultaneous Ring Personal settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To enable

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Simultaneous Ring Personal**

4. Tap the **Add Location** icon to add a new entry



5. Tap **Telephone #**
6. Enter the number of the additional phone
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
7. Change the Answer confirmation Requirement switch from OFF to **ON** if applicable
   If activated when a call is answered you will be prompted to press any key to accept the call.
8. Tap **Done**
9. Change the Active switch from OFF to **ON**
10. Change the **Ring if on call** switch from OFF to **ON**. This feature is not currently supported.

> **Note:** This will only work for calls answered on the primary phone.

11. Tap **Done**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**

3. Tap **Simultaneous Ring Personal**
4. Change the **Active** switch from ON to **OFF**

Note: The Call Forward Always feature when enabled will take precedence over the Simultaneous Ring Personal. Call Forward No Answer, Call Forward Busy and Call Forward Unreachable will allow Simultaneous Ring feature to operate.

Simultaneous Ringing is invoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office location.

TIPT ANYWHERE

User Case:

You are on a call on your TIPT desk phone, the call is going longer then you expected and you need to leave the office and continue the call on your mobile. You can *Pull* the call to your preconfigured mobile phone to continue the call without interruption. If the reverse is the case and you are on a call on your mobile and want to continue the call on your desk phone, dial *11 on your TIPT desk phone to *Pull* the call to the desk phone.

TIPT ANYWHERE AND UC-ONE

The recommended settings are to have TIPT Anywhere turned off. This is to prevent confusion when an incoming call is received.

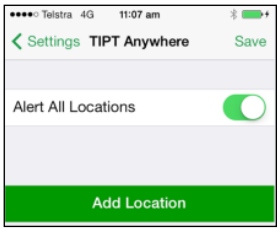
When TIPT Anywhere is disabled calls will arrive on the UC-One client.

In the scenario where the mobile device your TIPT UC-One client is installed on, is the same as the number specified in the TIPT Anywhere settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **TIPT Anywhere**



4. Tap the **Add Location** icon

to add a location
5. Tap **Telephone #** to add a number
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
6. Tap **Description** to add a description
   A description must be entered
7. Switch on any of the following features to enable

FEATURE	DESCRIPTION
Active	When enabled allows the location/mobile to function as an extension of your TIPT UC-One device.
Call Control	When enabled determines that call control options are to be performed by the TIPT Anywhere location device rather than

FEATURE	DESCRIPTION
	your TIPT desk phone settings.
Answer Confirmation	When enabled, upon answering a call you will be prompted to press a key to confirm that the call has been answered by you and not MessageBank.

8. Tap **Save** when finished
9. Change the **Alert All Locations** switch from OFF to **ON**

Note: You can configure multiple locations if required.

To Disable

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **TIPT Anywhere**
4. Change the **Alert All Locations** switch from ON to **OFF**

REMOTE OFFICE

User Case:

Molly will be travelling interstate to follow up with clients. Molly always gives her clients her TIPT desk phone number. While Molly is interstate, she enables the Remote office so all calls to her business phone number will be received on her mobiles native dialler. When Molly initiates a call from the TIPT UC-One, her business phone number will be displayed to the caller. Molly likes to use the Remote office feature since she only has to give her clients her business phone number and still not miss a call when away from the office.

REMOTE OFFICE

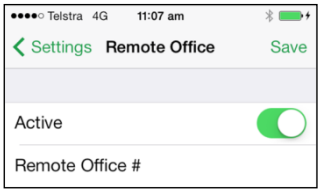
The recomneded settings are to have Remote Office turned off. If Remote Office is enabled calls to your desk phone will not arrive through the UC-One client, the calls will only ring on the device Remote Office has been configured with, i.e. your mobile number or other listed number.

The call will not arrive on the desktop client at all in this scenario.

To Enable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Remote Office**



4. Change the **Active** switch from OFF to **ON**
5. Tap **Remote Office #**
6. Enter the number you wish to use as your remote office phone.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
7. Tap **Save**

To Disable:

1. Tap the **Settings** icon

2. Tap **Call Settings**
3. Tap **Remote Office**
4. Change the **Active** switch from ON to **OFF**
5. Tap **Save**

Note 1: The mobile device will retain the previous number entered for this feature, this number can be deleted or changed at any time.

Note 2: For an incoming call, if the Simultaneous Ring and Remote Office features are enabled concurrently, each of the assigned Simultaneous Ring phone numbers will ring at the same time as the Remote Office location.

Note 3: For an incoming call, if the Always Forward feature is enabled, the assigned number for Always forward will ring and not the Remote Office location.

CHAPTER 11
IPHONE - FAQ'S AND KNOWN LIMITATIONS

ACCESSING HELP

To access the Help using your iPhone or iPad device:

1. Tap **Settings**
2. Tap **Help**
   This will direct you to ***insight.telstra***

For "How-to" support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, ***telstra.com/tiptresources***,

LIMITATIONS

ADD CONTACTS ON A MOBILE DEVICE

Currently Contacts can not be added using a mobile device. You can however add Buddies on an iPhone and iPad.

The PC desktop client does offer an Add Contact option. These contacts will not be available across all TIPT services.

SWAP BETWEEN CALLS - IOS

The TIPT UC-One client on an iOS device does not allow for video Calls to swap with voice calls that are on hold. There is no option to complete this task on the UC-One client.

MY ROOM – REMOVING A MEMBER FROM THE CHAT SESSION

The message you receive when you remove a member from a chat session in ***My Room*** 'Dismissed from Chat' dialog box message has an error in the text.

FAQ

Different companies using TIPT UC-One can Chat between each other providing each of the contacts has their UserID in the IM addess field

FEATURE SUMMARY

FEATURE	IOS
Automatic Sign on	Y
Access to the Enterprise Contact Directory	Y
Access to Outlook Contacts and Calendar	N
Add, Edit and Remove Personal contacts	N (Add, Edit and Remove from native Application)
Add, Edit and Remove Contact groups	N
Add, Edit and Remove Conference groups	N
Add a Contact from an Enterprise search	Y
Make and Receive Voice and Video calls	Y
Search on Contacts	Y
Set a Contact as a favourite	Y
Click to Dial from the Contact Directory	Y
Click to Dial from the Call Log	Y
Call Settings	Call Forward Always Call Forward No Answer Call Forward Busy Call Forward Unreachable Do Not Disturb Remote Office Hide Number TIPT Anywhere Dialling Service Sim Ring Personal Credentials
Active Call Features	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Add Video Add Call

Further support:
TIPT Online Resource Centre: ***telstra.com/tiptresources***

TIPT How to Help Desk:	1800 648 116 from 8am to 8pm AEST
TIPT Faults Help Desk:	1800 287 289 24 hours per day

CHAPTER 12
TIPT UC-ONE IPAD CLIENT OVERVIEW

TIPT UC-One is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road.

TIPT UC-One can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops and MACs.

TIPT UC-One allows the user to search their enterprise directory for contacts that they may not have on their buddy list. After searching, they can easily click to call the user or, optionally, add them to their buddy list.

TIPT UC-One also allows you to indicate your Presence, send Chat Messages (IM) and join a Chat Room (My Room). These features are all available on mobile and desktop devices with the use of a public internet connection.

WHY USE TIPT UC-ONE IPAD CLIENT?

TIPT UC-One IPAD Client offers:

- Convenience: There are multiple ways to access your TIPT Services
- Accessibility: TIPT UC-One Ipad Client gives you around the clock access to your TIPT services. Chat and Presence are available on mobile devices with a public internet connection as well as PC and MAC desktops.
- Productivity: Save time with unrestricted access to TIPT services

Features include:

- Fast access to contacts and directories.
- View calls that have been missed, received or dialled from any of your TIPT devices.
- Add favourites so that frequently called contacts can be quickly located.
- Precise search function.
- TIPT features can be set from the client.
- Conference numbers, including ID and passwords can be entered for easy and fast access to conferencing.
- Change your Presence to indicate whether you are **Available**, **Busy**, **Away** or **Offline.** Some Presence statuses will change automatically when you are in a **Chat Session** or **Meeting**.
- Chat with one person or a group of people.
- Allow contacts to join your ***My Room*** Chat session.

CHAPTER 13
ACCESSING TIPT UC-ONE IPAD CLIENT

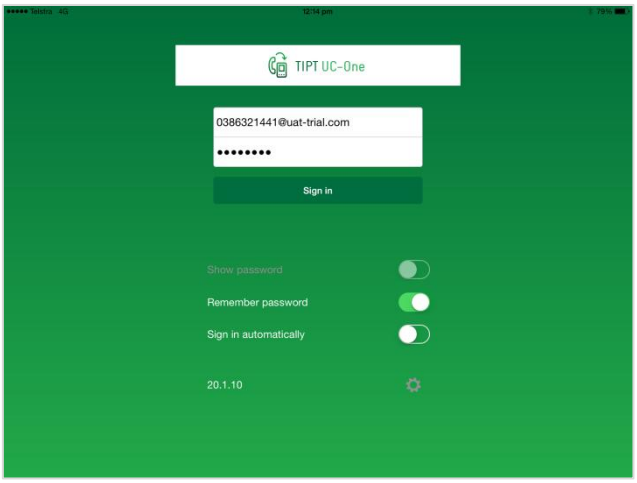
SIGN IN

To log in to TIPT UC-One iPad Client

1. Tap the **TIPT UC-One** app
2. Enter your **Username** and **Password**
   To show password, remember password and sign in automatically use the switch to enable

FIELDS	VALUES
Username (This is your current Telstra Telephony Toolbar username.)	***03xxxxxxxx@telstra.com*** Generally, this is your TIPT phone number.
Password (Your current Telstra Telephony Toolbar password)	***xxxxxxxx*** If you don't remember your password, please contact your Customer Group Administrator to reset your password.

3. Tap **Sign In**



Note: For ease of use, select the options to remember password and to Sign in automatically. These settings can be changed at any time. Refer to Chapter on Client Settings.

SIGN OUT

To sign out of TIPT UC-One

1. Tap **Settings**

2. Scroll down

3. Tap **Sign out**

CHAPTER 14
IPAD - RECOMENDED CONFIGURATION

CONFIGURATION SETTINGS

- When using the TIPT UC-One iPad client, incoming calls to your TIPT desk phone will also arrive on your Mobile and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your iPad from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One client if signed into TIPT UC-One.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for TIPT UC-One. The UC-One client uses SCA on the primary number assigned to your TIPT phone. The mobile UC-One client and the PC UC-One client will require a SCA user each.
- Changing any of the recommended settings may impact expected functionality.

SETTING	TIPT UC-ONE CLIENT	REASON FOR RECOMMENDED SETTING
Call Forwarding No Answer	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail).
Call Forwarding Always	Off	Every call to your TIPT desk phone will be forwarded to the number configured. If turned on incoming calls will not ring on the UC-One mobile client but will ring on the device that has been configured, i.e. your mobile number.
Do Not Disturb	Off	If you turn Do Not Disturb on, calls will not arrive on your UC-One client but will go straight to Voicemail on your TIPT desk phone.
Remote Office	Off	If you turn Remote Office On calls made to your TIPT desk phone will arrive at the configured number, not your UC-One client.
TIPT Anywhere	Feature can be On, Enabled location - Off	If you turn TIPT Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the UC-One client will ring at the same time.

Simultaneous Ring Personal	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the UC-One client will ring at the same time when a call arrives through the UC-One client when turned On.

The following User settings are recommended for initial setup in CommPilot and/or the Telstra Telephony Toolbar.

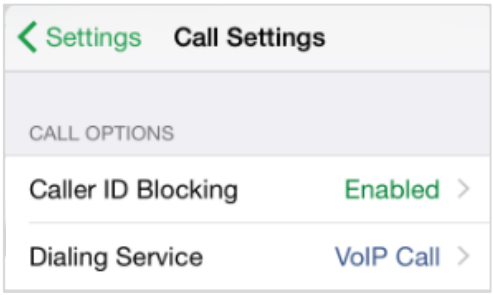
SETTING	TELSTRA TELEPHONY TOOLBAR / COMMPILOT	REASON FOR SETTING
Connected Line Identification Restriction	**On ***	
External Calling Line ID Delivery	**On ***	
Internal Calling Line ID Delivery	**On ***	
Call Waiting	**Off**	If turned On, when a second call arrives the UC-One call will immediately be placed on hold and the second call will be answered. The user is not given an option to “hold the first call and answer the second incoming call, or end the first call to answer the second incoming call”.

*** Note :** If you don’t want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

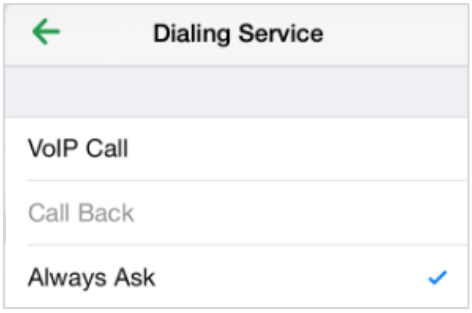
The following settings are recommended when you make a call.

2. Tap **Settings** and **Call Settings**

3. Select **Dialing Service**

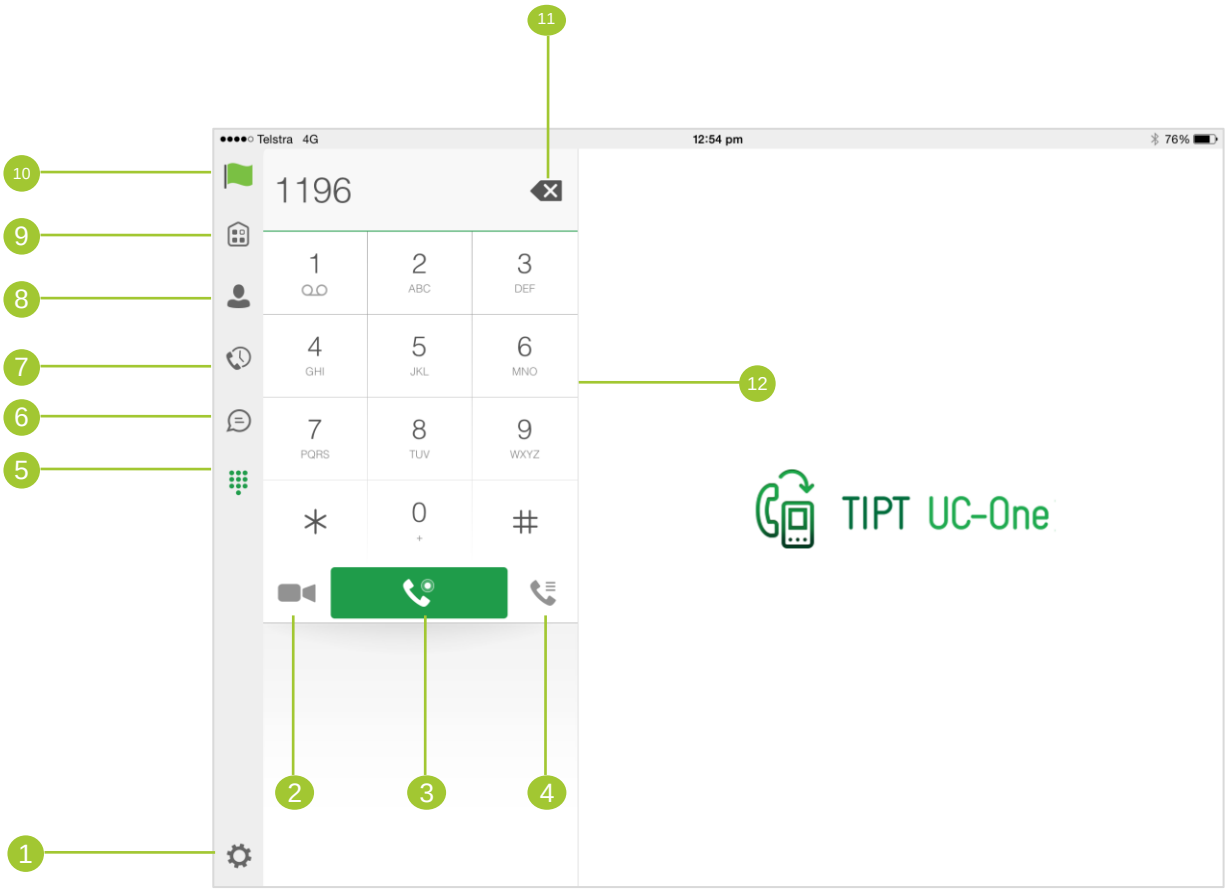


4. Tap **Always Ask**



5. Tap **Back** to return to Call Settings.

CHAPTER 15
IPAD TIPT UC-ONE HOME SCREEN

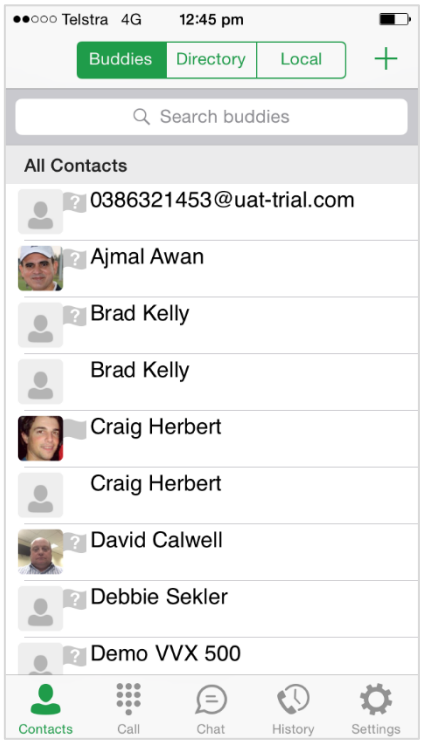


1	Settings	7	History
2	Video	8	Contacts
3	Call	9	My Room
4	Pull Call	10	Presence
5	Dialpad	11	Delete
6	Chat	12	DialPad

CHAPTER 16
IPAD – BUDDIES, DIRECTORY AND HISTORY

BUDDIES LIST

The Buddy list is a list of contacts you communicate with on a regular basis. Buddies can be added from the Directory to allow you to call or chat.



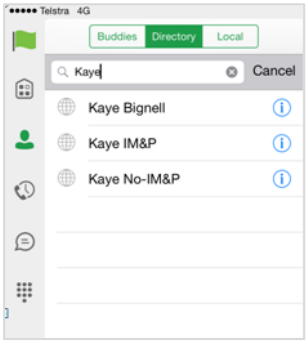
ADD A BUDDY

To add a contact from the ***Directory*** to your ***Buddy*** List.

1. Tap

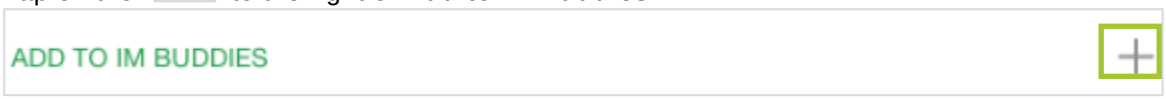
2. Tap ***Directory***

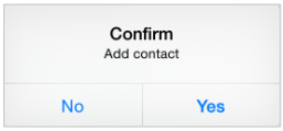
3. **Search** for the person you wish to add to your Buddy List.



4. Tap

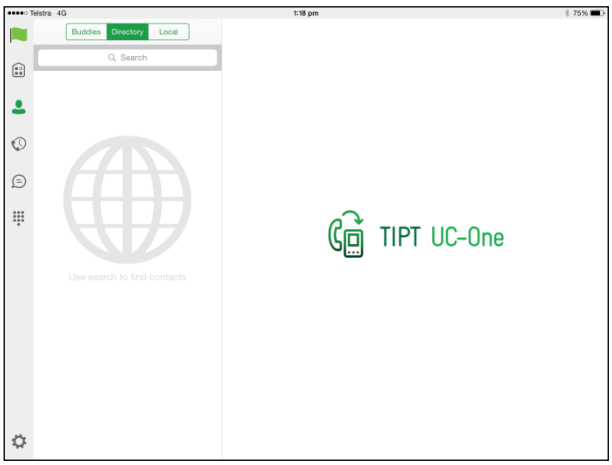
5. Tap on the to the right of ***Add to IM Buddies***



6. Tap ***Yes*** 

DIRECTORY

Directory will list all your contacts. Contacts that can be displayed are Directory (Enterprise) and Local (Personal).



The directory the contact is located in is identified by the icon next to the name.

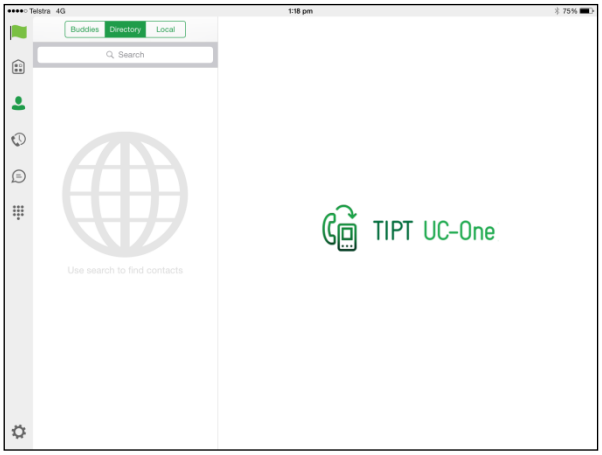
- Directory contacts

- Local contacts.

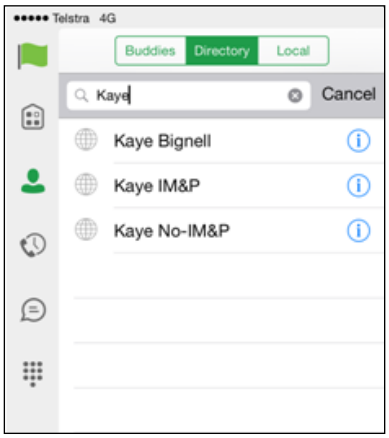
To Search from your list of contacts:

1. Tap **Directory**

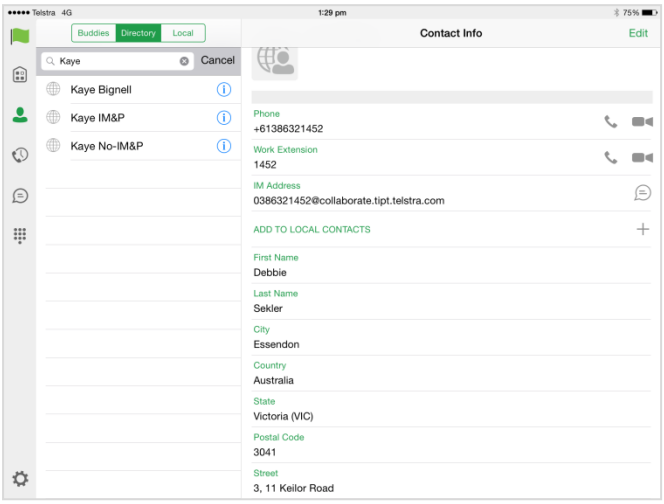
2. Tap in the **Search** field
If you would like to filter your search by Directory or Local contacts, use the filter tabs at the top of the screen. All is selected by default.



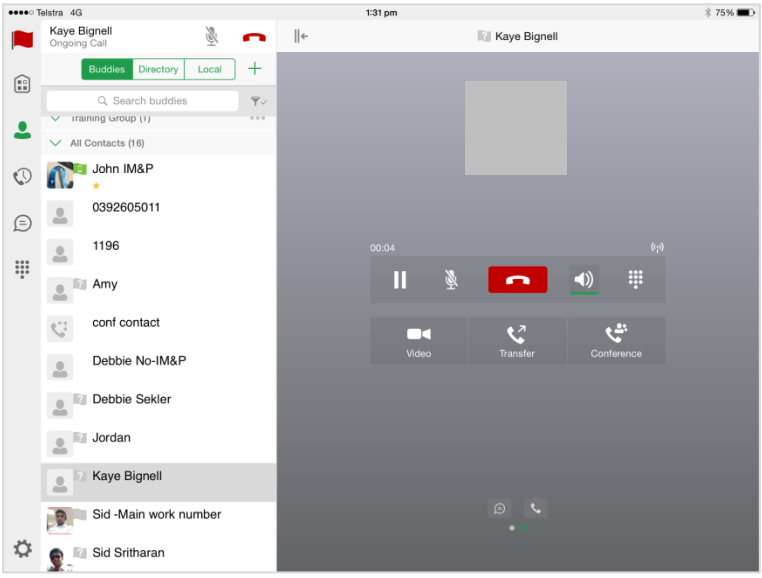
3. Enter the name of your contact.
   The search will begin as soon as you start entering text.



4. Tap **Search**
5. The search results will display.
6. You can call a contact by tapping on .
7. Tap on

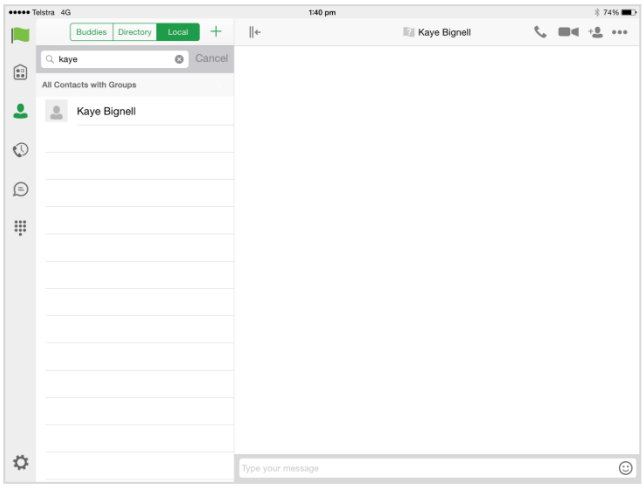


8. The number will connect automatically.



LOCAL

The Local directory is a list of the contacts on your iPhone like your Personal Directory.

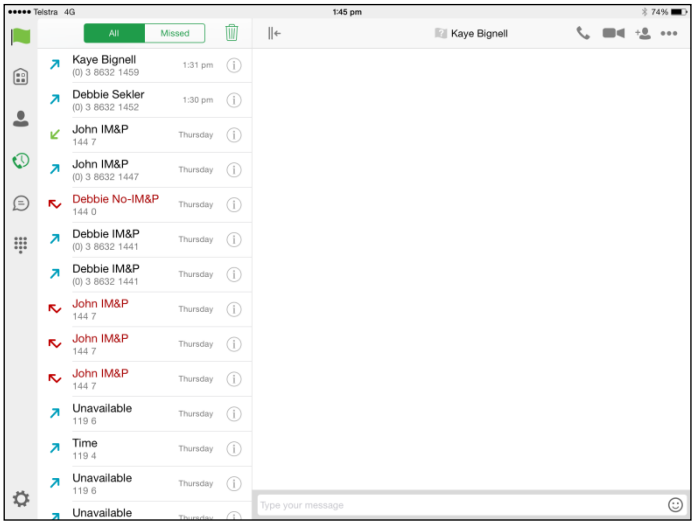


HISTORY

History lists your missed, received and placed calls made from any of your TIPT UC-One devices.

To view the History:

1. Tap **History**



History lists your missed, received and placed calls made from any of your TIPT UC-One devices.

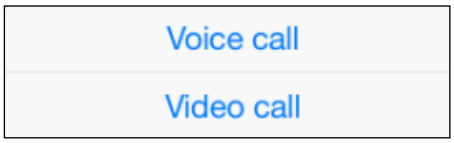
- Placed calls

- Received calls

- Missed calls

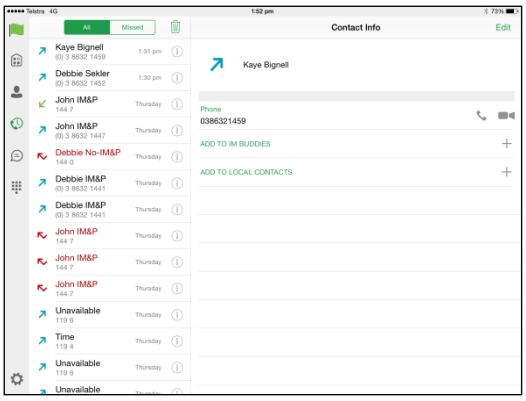
The icons at the top of the screen allow you to view All Calls or Missed calls.

9. You can call a contact by tapping on the name and choosing the type of call you wish to make.

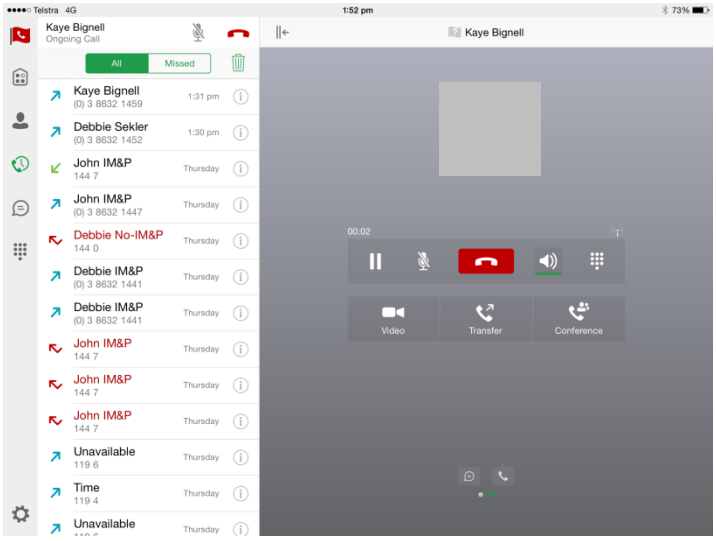


Or

1. Expand the contact's information by tapping on



3. Tap on and the call will dial automatically.



Note 1: When you have an unseen missed call your Call History icon will display a notification to alert you to any missed calls. When you tap on Call History to view the missed calls, the notifications will no longer display.

Note 2: Individual calls cannot be deleted from the History on the iPad device.

CHAPTER 17
IPAD - USING CLIENT FEATURES

PLACE A CALL

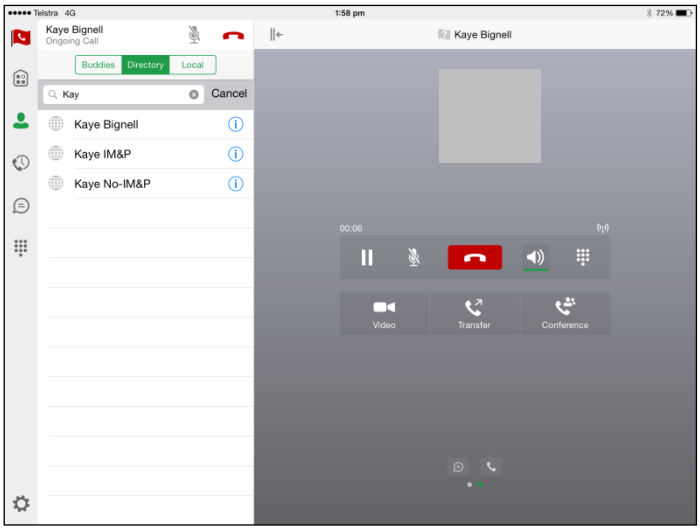
There are a number of ways you can make a call from TIPT UC-One. All options allow you to make a Voice Call or a Video Call.

Note: The quality of your video connection when you are on a mobile device and connecting to a video conference where other parties are on a larger screen will depend on the capabilities of the camera on your mobile device.

PLACE A CALL USING YOUR DIRECTORY

1. Tap **Contacts**.
2. Tap **Directory**

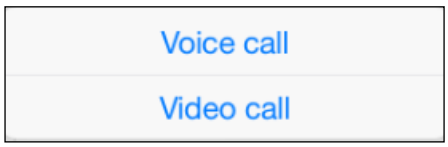
3. Tap in the **Search** field
4. Type in the name of your contact. The search will begin as soon as you start entering the name. Contacts that can be displayed are Directory (Enterprise) and Local (Personal).
5. Tap the to the right of the name of the contact you wish to call
6. Tap
7. The number is dialled automatically.



Note: For further options you can expand the contact's information by tapping on

PLACE A CALL FROM HISTORY

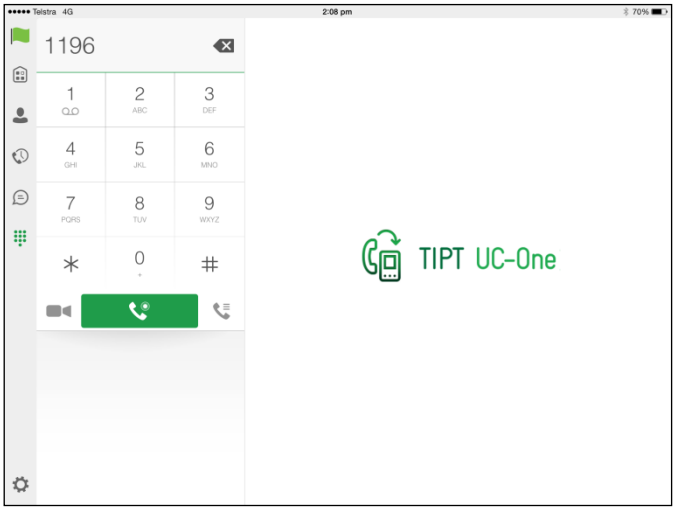
1. Tap **History**
2. Tap the name of the contact you wish to call
3. Select the type of call you would like to make



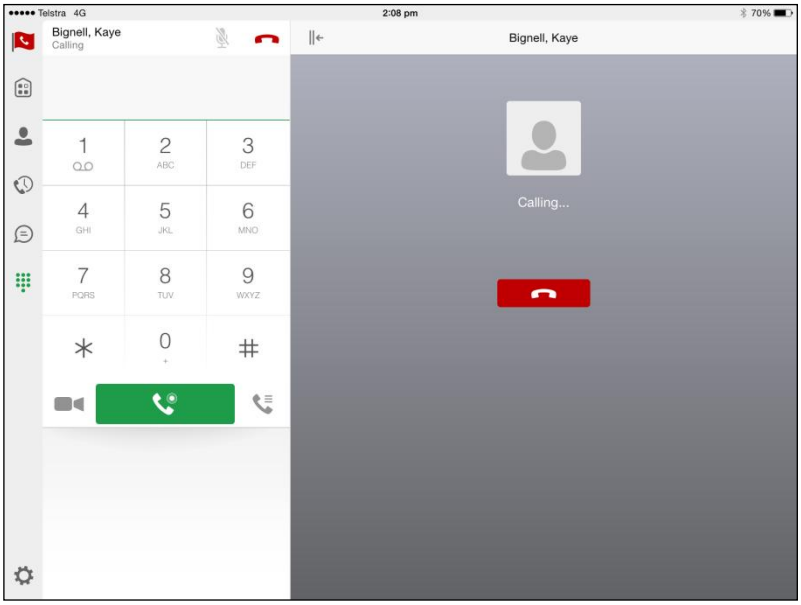
Note: For further options you can expand the contact's information by tapping on

DIAL AN AD-HOC NUMBER

1. From the Call Screen, enter the number using the **dial pad**



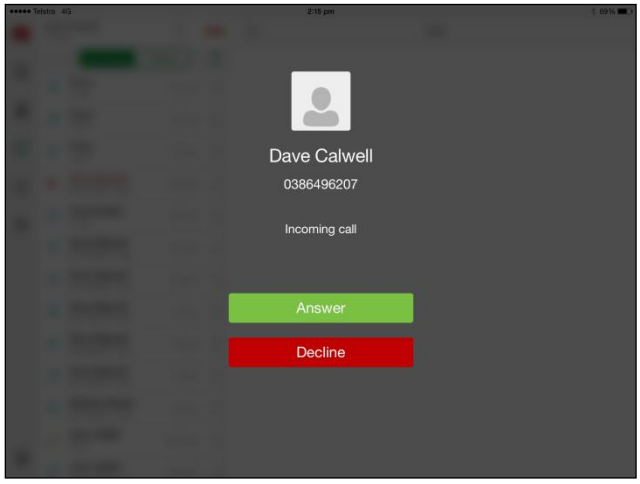
2. Tap the **Dial** icon
3. The number will be dialled automatically.



RECEIVE A CALL

When there is an incoming call a call pop up window will display on your screen

VOICE CALL

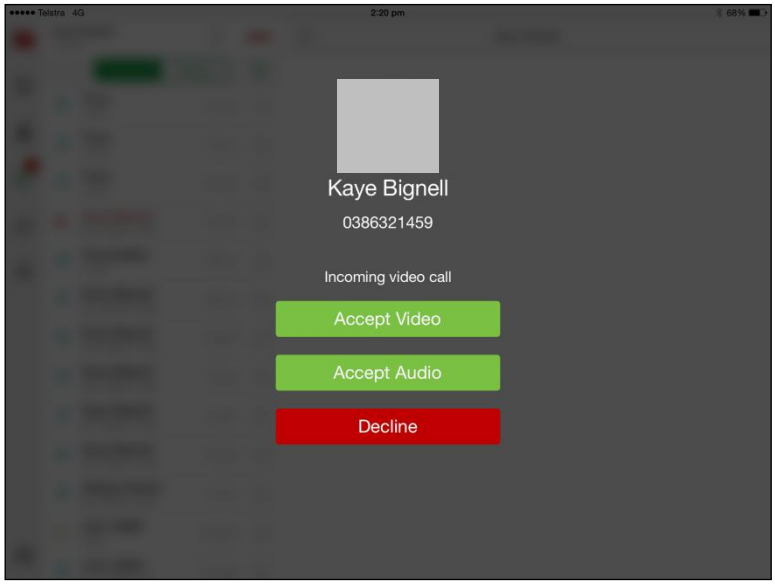


1. Tap **Answer** to answer the call

> **Note:** If **Decline** is selected the call will follow the **Call forward no answer** settings. If this feature is disabled the caller will be disconnected.

VIDEO CALL

1. Tap **Accept Video** to answer a video call



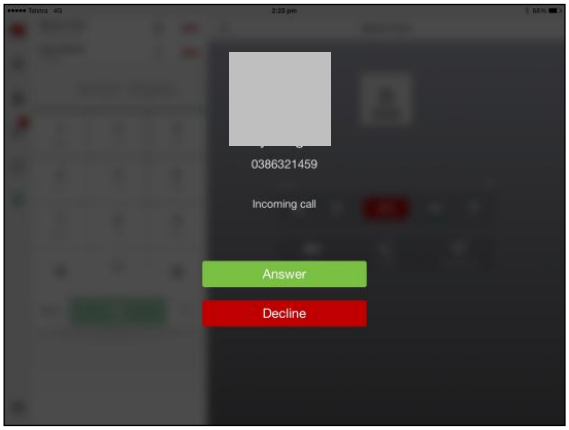
Note 1: If you only wish to have a voice call select **Accept audio.**

Note 2: If **Decline** is selected the call will follow the **Call forward no answer** settings. If this feature is disabled the caller will be disconnected.

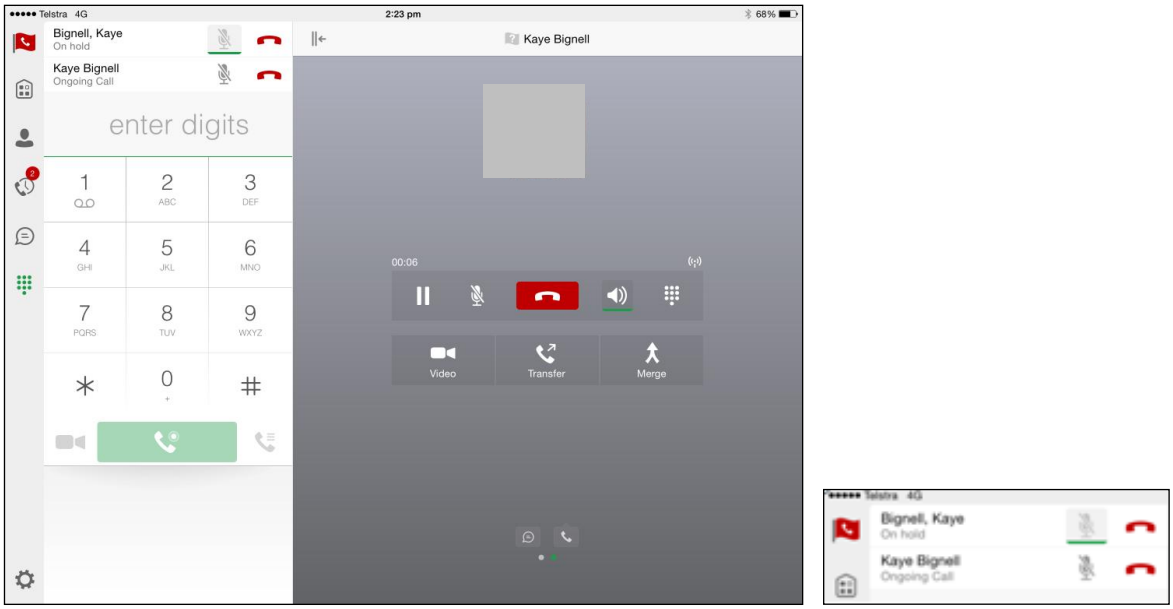
CALL WAITING

It is recommended that Call waiting is disabled, however if you enable the feature to answer a second call, while you are on an active call

1. Tap either **Answer** or **Decline** to accept or decline the second call. If you select Answer the first caller is automatically placed on hold



2. The first caller will automaticaly be placed on hold. Use the **Hold and Unhold** buttons to move between calls.



Note 1: If **Decline** is selected the call will follow the **Call forward busy** settings, if this feature is disabled the caller will be disconnected.

Note 2: If no option is selected the call will follow the **Call forward no answer settings.** If this feature is disabled the caller will continue to hear ring tone.

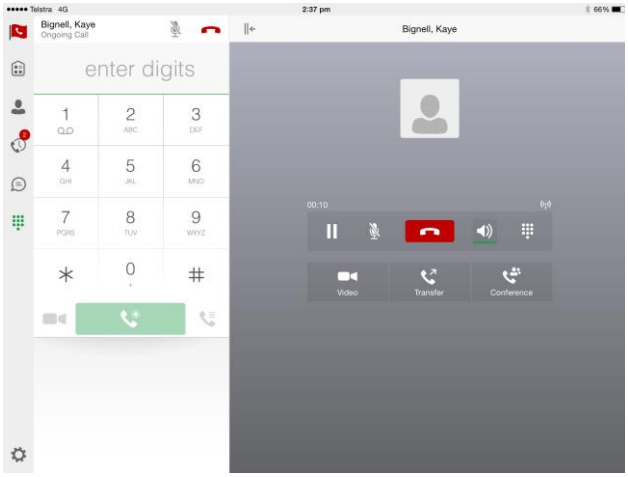
END A CALL

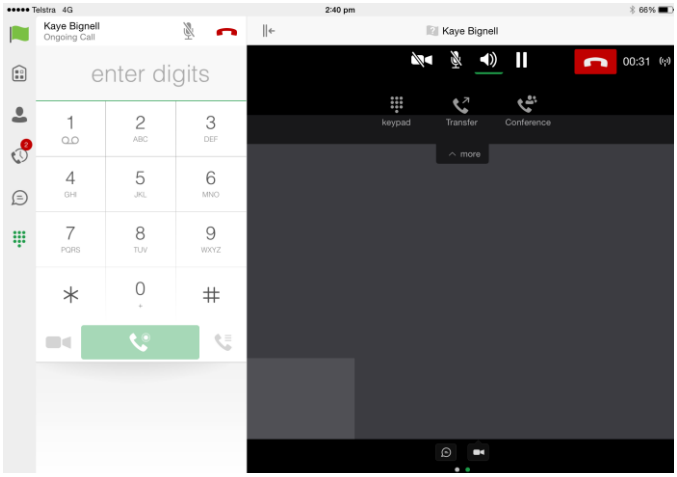
To end a call:

1. Tap to end your call.

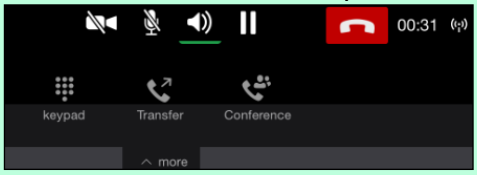
ACTIVE CALL OPTIONS

When you have an active call or video call in place you can use the following call control features.





Note: For a **Video Call** tap ***More*** to display the In Call menu and tap ***More*** again to hide.



FEATURE	VOICE CALL	VIDEO CALL
Hold	✓	✓
Mute	✓	✓
End Call	✓	✓
Speaker	✓	
Keypad	✓	✓
Video	✓	
Transfer	✓	✓
Conference	✓	✓
More		✓
Keypad		✓
Transfer		✓
Conference		✓

HOLD A VOICE OR VIDEO CALL

While on an active voice call

1. Tap the **hold** icon

2. To take the call off Hold tap the **hold** icon again

While on an active video call

1. Tap the **hold** icon

2. To take the call off hold tap the **hold** icon

MUTE A VOICE OR VIDEO CALL

Muting your microphone will stop the caller from hearing you, but you will still be able to hear the caller.

While on an active call

1. Tap the **mute** icon

To take the call off Mute

1. Tap the **mute** icon again

> **Note:** For a **Video Call** tap the screen to display the In Call menu and tap again to hide.

SPEAKER – VOICE CALL

To use the mobile device Hands free

1. While on an active call tap the **speaker** icon to take the mobile device off Hands free

2. Tap the **Speaker** icon again

ADD VIDEO – VOICE CALL

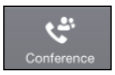
Allows you to change the call to a Video Call

1. While on an active call, tap **Video**

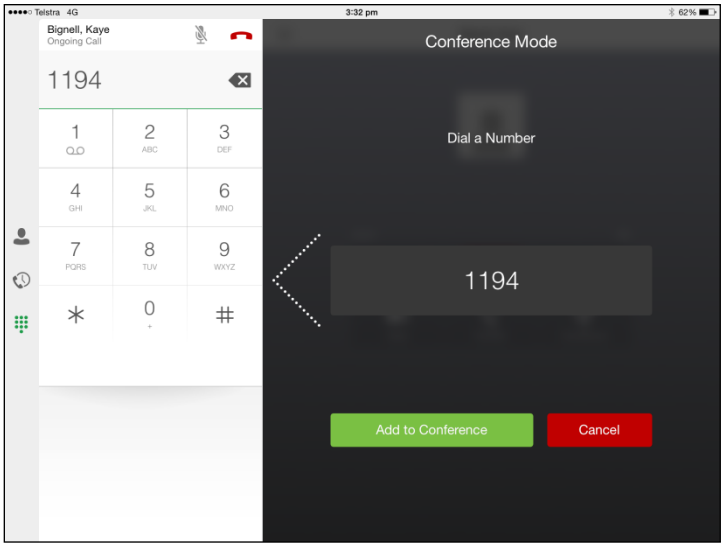
> **Note:** The other party will require Video functionality for this feature to work.

CONFERENCE CALL – VOICE CALL

A Conference call allows three or more parties to speak together.

1. While on an active call, tap **conference** 

2. Using the keypad dial the required number or search and select from History or Directory, tap ***Add to Conference***.



3. Once the third party answers all parties will be joined to the conference immediately.

   If the third party does not answer or does not wish to join the conference

4. Tap **End Call** to return to the orginal caller.

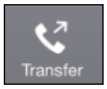
TRANSFER – VOICE CALL

There are two types of call transfer, Blind Transfer and Consult Transfer.

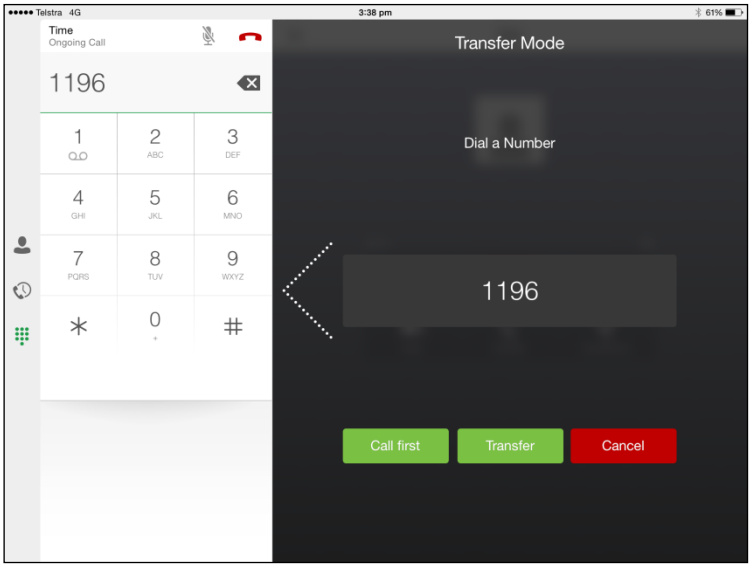
Blind Transfer – transfers a call without allowing you to announce the call to the third party.

Consult Transfer – transfers a call allowing you to speak with the third party prior to completing the transfer.

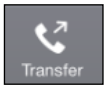
To complete a **Blind Transfer**

1. While on an active call, tap **transfer** 

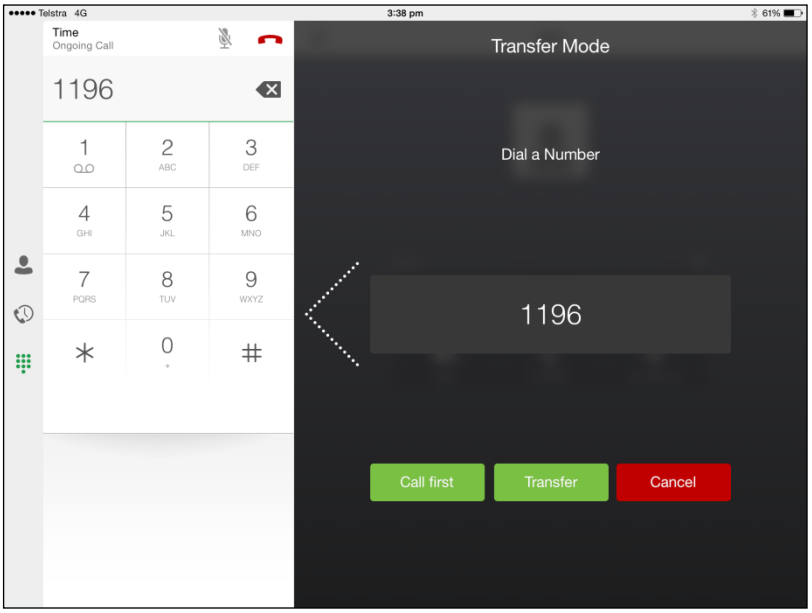
2. Enter the number using the keypad, then tap **dial** or select a number by searching through your Directory or History
3. Tap **Transfer** from the options display



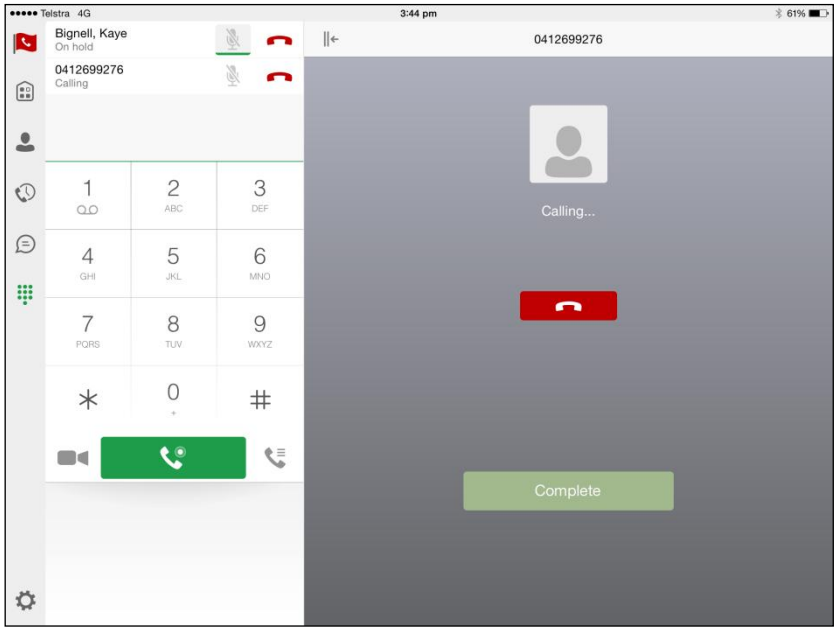
To complete a **Consult Transfer**

1. While on an active call, tap **transfer** 

2. Enter the number using the keypad, then tap dial or select a number by searching through your Directory or History
3. Tap **Dial** icon
4. Tap **Call first**



5. After announcing call, tap **Complete**



If the third party does not answer or does not wish to take the call

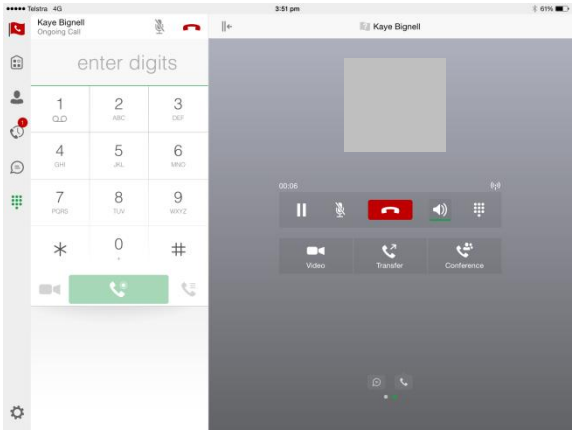
2. Tap **End Call** to return to the original caller

VOICE ONLY – VIDEO CALL

Allows you to change a Video call to a Voice only call.

1. Tap,

2. The video call will automatically change to an audio call



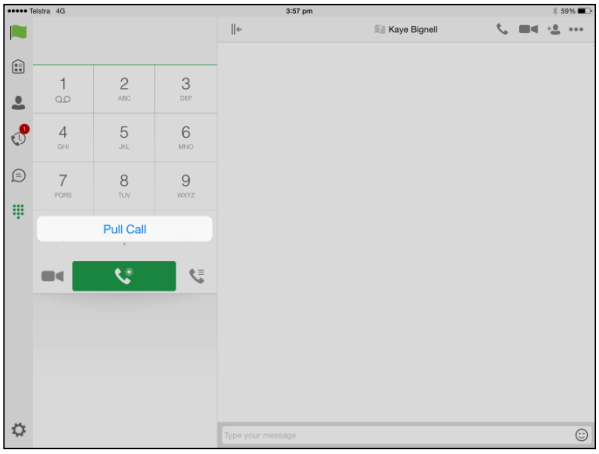
ADDITIONAL FEATURES

CALL PULL

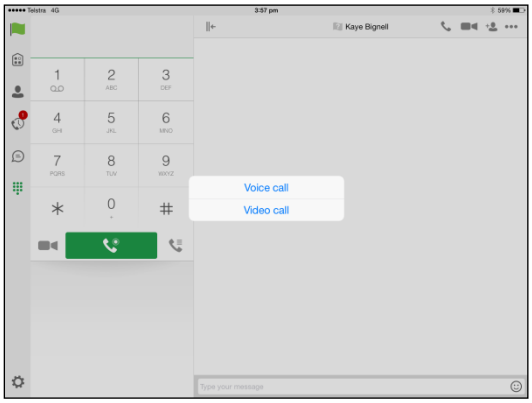
If the user has an active call on their desk phone, the call can be pulled seamlessly to the mobile phone via the **Pull Call** button. There is no interruption to the voice call.

1. When on a call on your desk phone, tap and hold the **Pull Call** icon on your mobile device

2. Tap **Pull Call**



3. Tap **Voice Call** or **Video Call**



The call will instantly move to your mobile with no interruption to your call.

To Pull the call from your mobile to your TIPT desk phone

1. Dial ***11** on your desk phone

REDIAL

To redial the last number

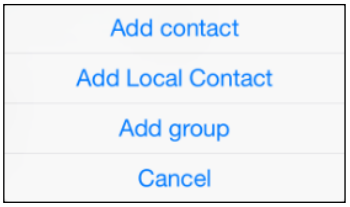
1. From the Dial pad tap the **Handset** icon, the previously dialled number should appear
2. Tap the **Handset** icon again to dial the number.

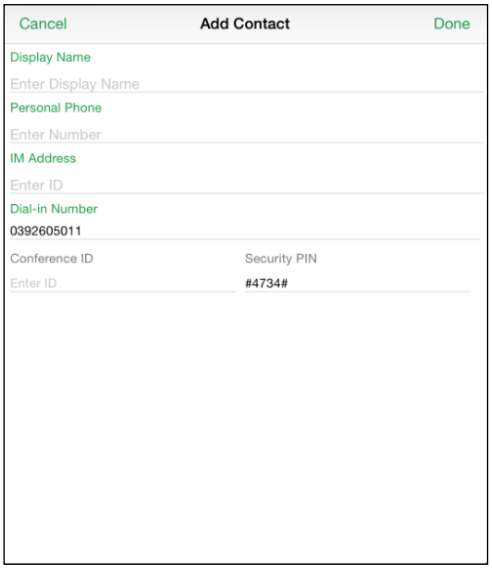
CHAPTER 18
ADDING YOUR VMR NUMBER AND SECURITY PIN

Your Virtural Meeting Room (VMR) Conference number and Security PIN need to be entered in your contact information for easy connection. To add your VMR number:

1. Select **Add Contact**

2. Select **Add contact**





3. Tap on **Dial-In Number** and add the VMR Number.
4. Tap on **Security Pin** and add the PIN for VMR conferences.
5. Tap **Done**.

CHAPTER 19
USING TIPT UC-ONE PRESENCE, CHAT (IM) AND MY ROOM

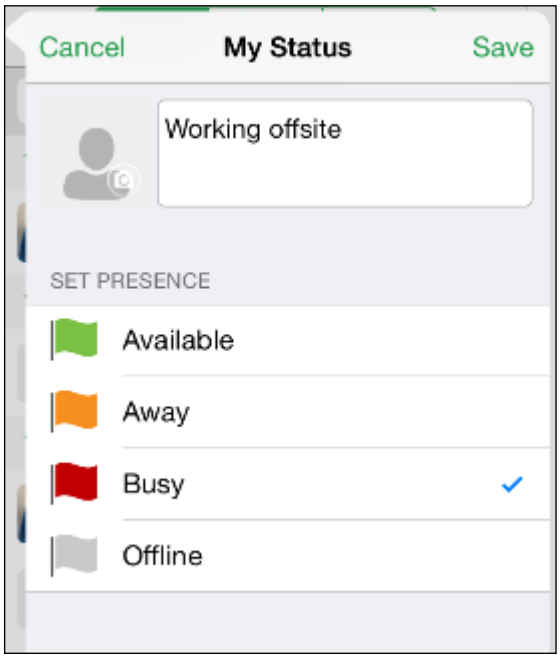
The TIPT UC-One client supports Presence, Chat and My Room. These features are now available via a public internet connection.

PRESENCE (ON-LINE STATUS)

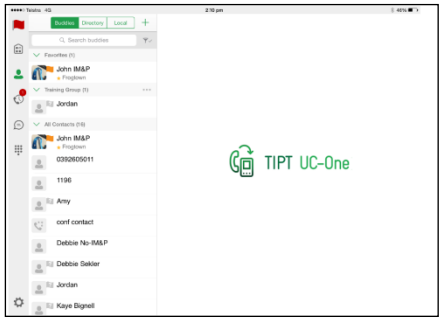
Presence Information allows you to change your status to indicate whether you are – Available, Away, Busy, Offline. To change your Presence:

1. Click on the ***Presence*** Icon

2. Select from **Available**, **Away**, **Busy** or **Offline** or type your own customised message.



3. Tap **Save**
4. Your presence will automatically reflect your selection.

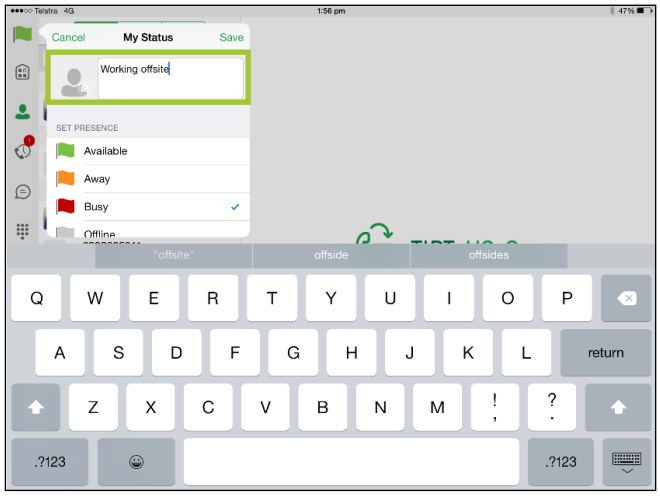


Note: Your Presence will change automatically when you are involved in a Chat session, on the phone or in a meeting.

CUSTOMISING MY PRESENCE INFORMATION

TO PERSONALISE THE MESSAGE ASSOCIATED WITH YOUR PRESENCE:

1. Click on the ***Presence*** Icon
2. Click into the text box and type your message.



3. Tap **Save**

CHAT

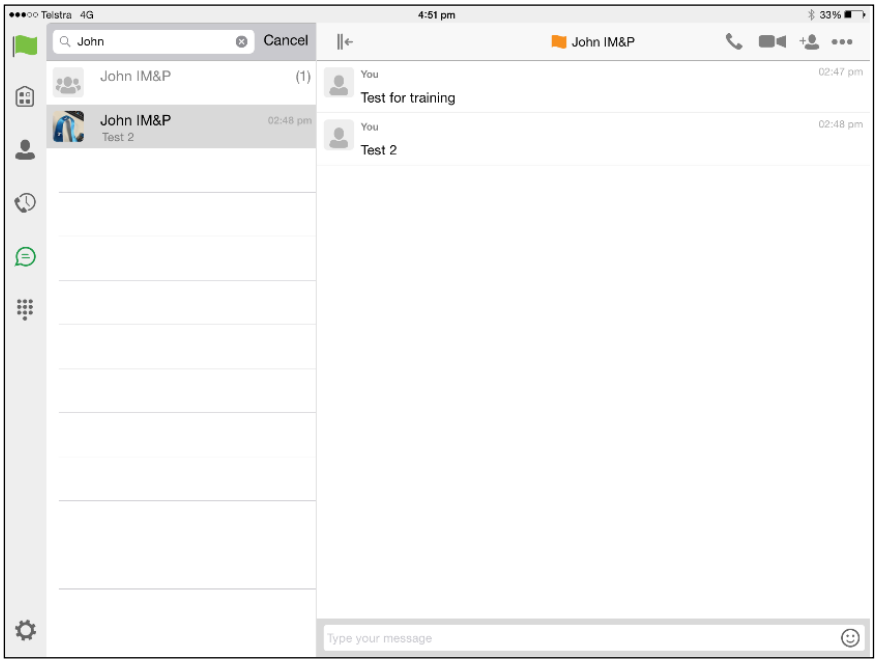
Chat gives you the ability to chat on a 1-1 basis or with a group of contacts using **My Room**. Buddies/contacts can be added to the Chat Room at any stage to join the conversation.

SENDING A CHAT

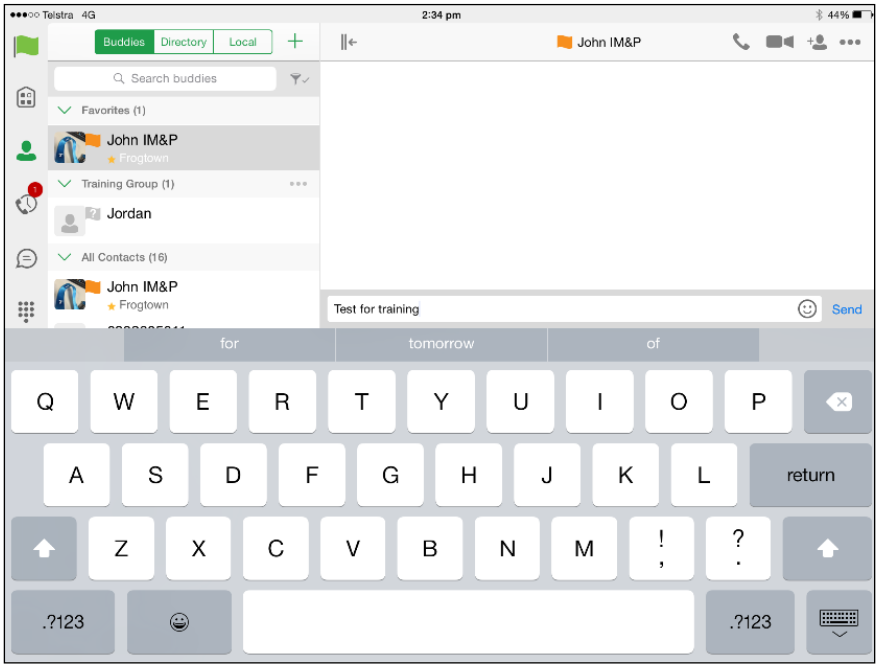
To send a Chat message

1. Tap ***Chat***

2. **Tap** the contact/buddy that you wish to chat with.



3. **Type** your message



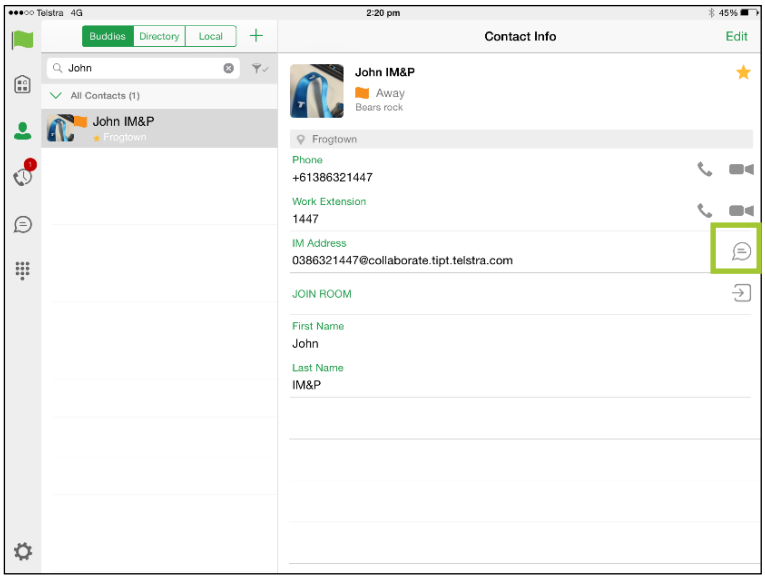
4. Tap **Send**

Or

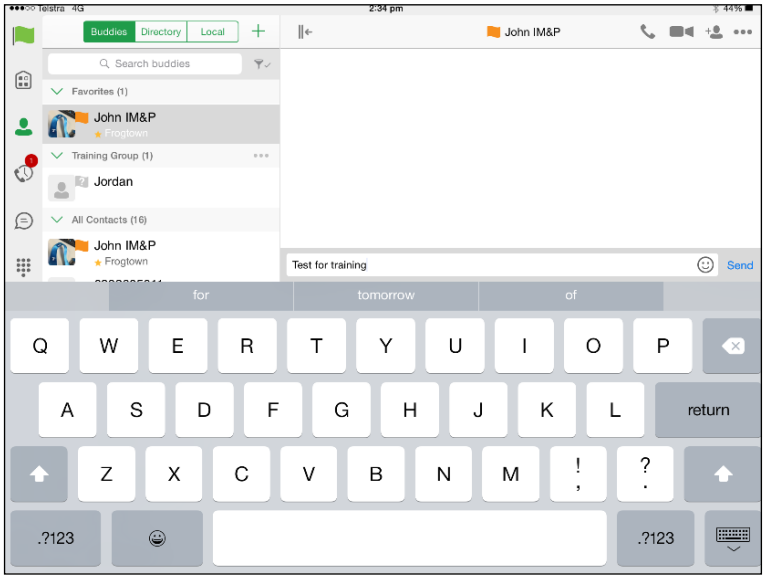
1. Tap ***Contacts***

2. Tap ***Buddies***

3. From the Buddies List ***select*** the buddy you wish to chat with.
4. Tap **Chat**



5. ***Type your message*** to commence the chat



6. Tap ***Send*** or ***Return*** to send your chat message

> **Note**: The buddy you wish to chat with must show the Presence **Available** in order to commence the Chat

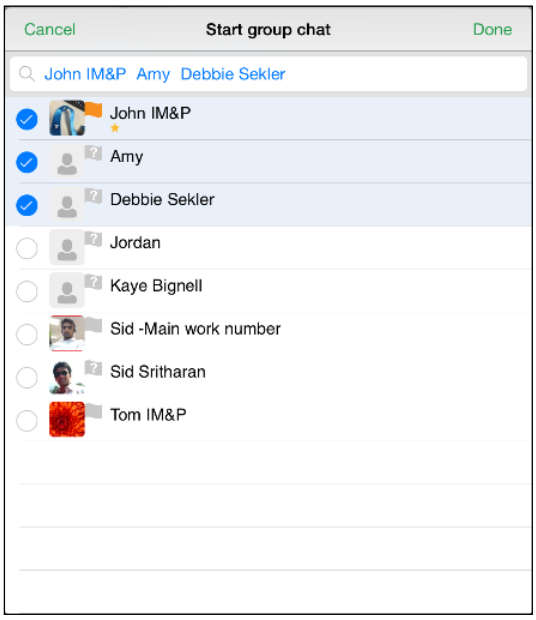
GROUP CHAT

To chat with multiple buddies in the same Chat session:

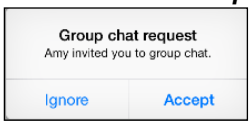
1. Tap ***Chat***

2. Tap ***Start Group Chat***

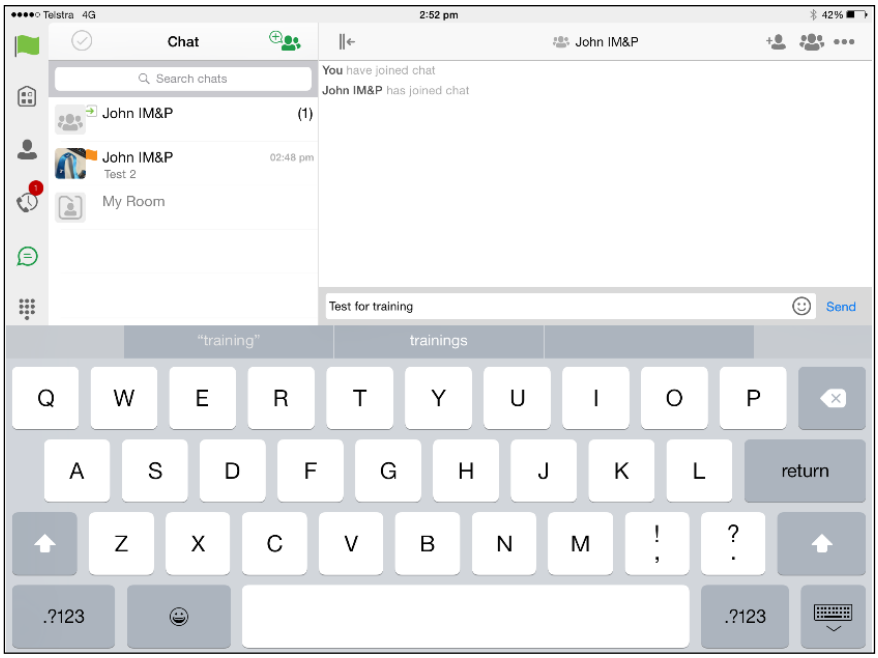
3. Select the contacts you wish to chat with and tap ***Done***



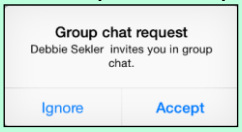
4. The room will be created and your contacts will be sent a ***Group Chat Request***. They need to accept the request to join the group chat.



5. Type your message(s) and Tap ***Send***.



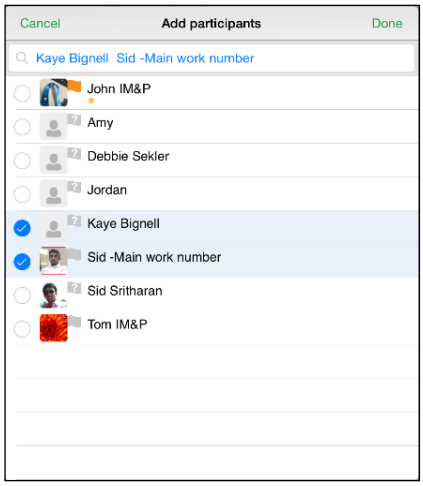
Note: Chat room buddies will receive a Group chat request to join the Chat session and they must tap accept to join the session.



ADDING ADDITIONAL BUDDIES TO THE CHAT ROOM

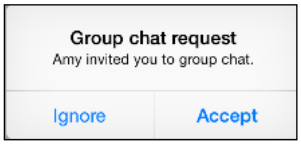
You can add addional buddies to your Chat session at any stage.

1. Tap to add additional buddies to the Chat session.



2. ***Select*** from your buddy list and tap ***Done***

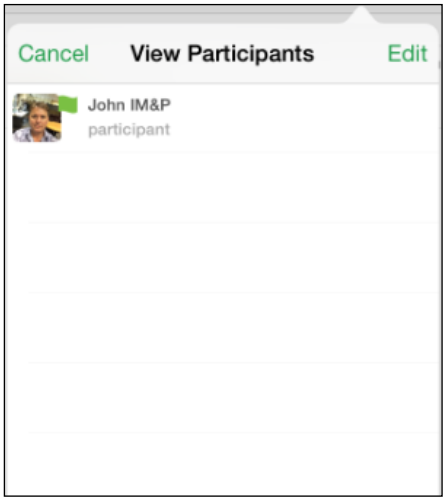
3. The additional contacts/buddies will be sent a **Group chat request** and they need to **Accept** to join ***My Room***.



VIEW PARTICIPANTS OF THE CHAT SESSION

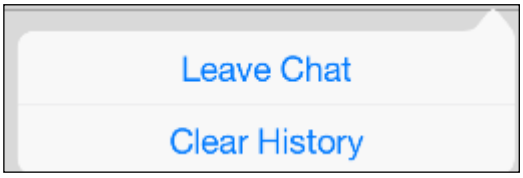
You have the ability to view the participants of the Chat session at any stage.

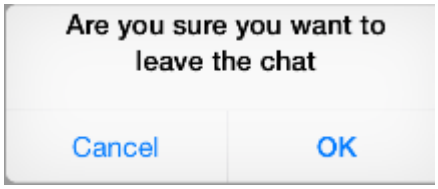
1. Tap ***View Participants***
2. You can now view the list of participants in the chat session.



END THE CHAT SESSION

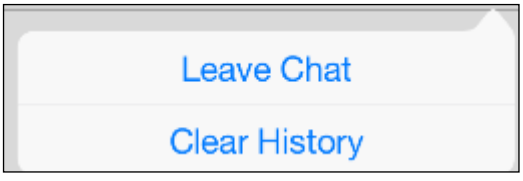
To leave the Chat Session:

1. Tap
2. Tap ***Leave Chat*** 

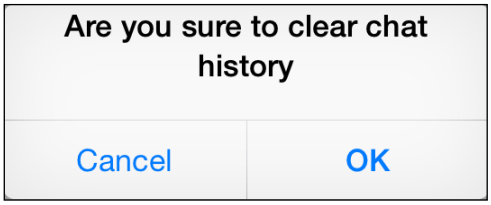
3. Tap ***OK*** 

CLEAR HISTORY

To clear the Chat History.

1. Tap
2. Tap ***Clear Histoy*** 

3. Tap ***OK***

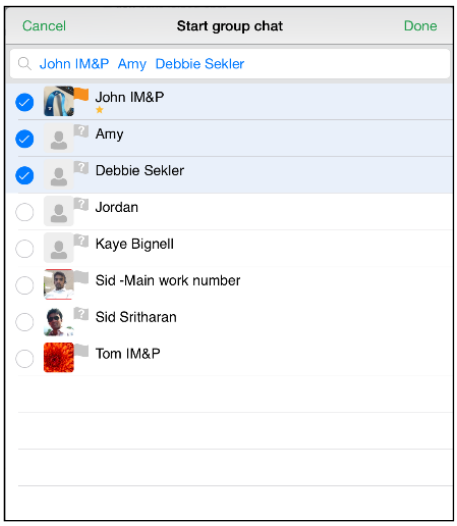


MY ROOM

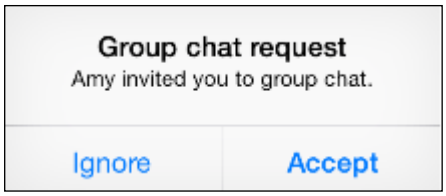
My Room is your virtual meeting room. It allows you to chat, call, video call and desktop share with a single contact or a group of contacts.

To chat with multiple buddies in the same Chat session "***My Room***":

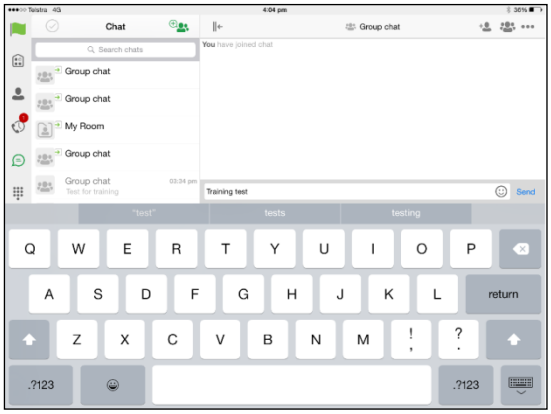
1. Tap ***My Room***
2. Tap ***Add Participants*** or ***Start Group Chat***
3. Select the participants and tap **Done**



4. Participants will receive a request to join the group chat. They must ***Accept*** to join the chat session.



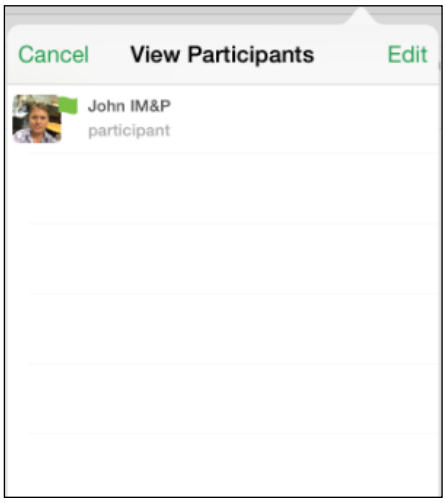
5. Type your message and tap **Send** or **Return**



VIEW PARTICIPANTS OF MY ROOM

You have the ability to view the participants of ***My Room*** at any stage.

1. Tap ***View Participants***
2. You can now view the list of participants in ***My Room***.



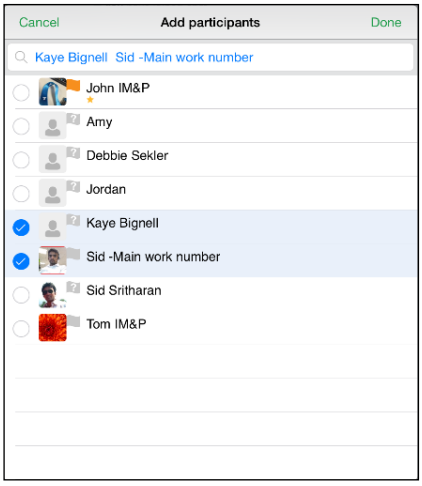
3. Tap ***Cancel*** when finished.

ADDING ADDITIONAL BUDDIES TO MY ROOM

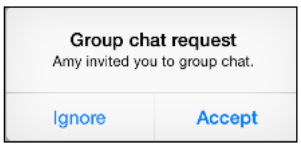
You can add addional buddies to your Chat session at any stage.

1. Tap to add additional buddies to the Chat session.

2. ***Select*** from your buddy list and tap ***Done***



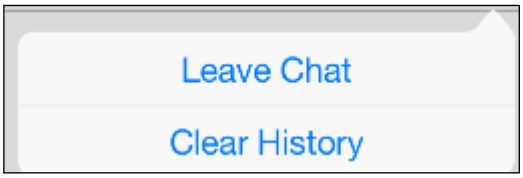
3. The additional contacts/buddies will be sent a **Group chat request** and they need to **Accept** to join My Room.

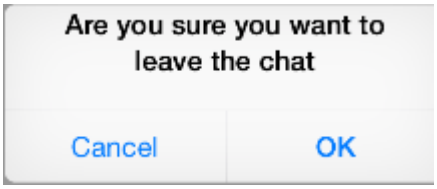


END MY ROOM

To leave ***My Room***:

1. Tap

2. Tap ***Leave Chat*** 

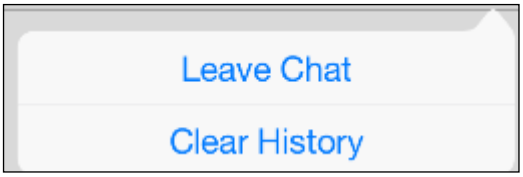
3. Tap ***OK*** 

CLEAR HISTORY

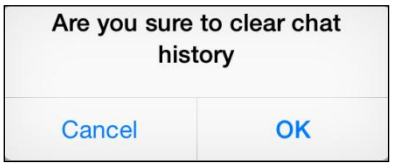
To clear the Chat History.

1. Tap

2. Tap ***Clear Histoy***

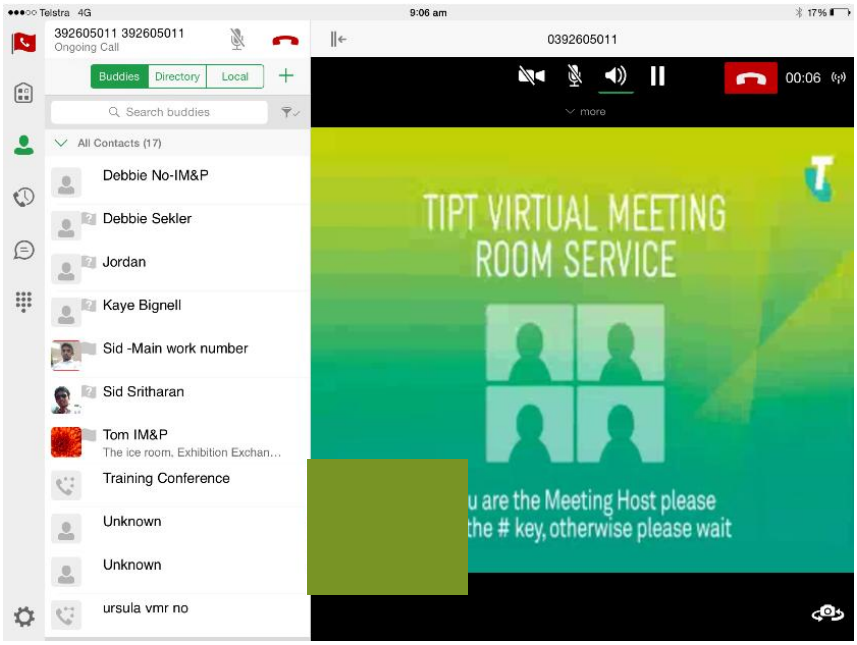


3. Tap ***OK***



USING THE TIPT VIRTUAL MEETING ROOM SERVICE

1. Tap ***My Room***.
2. Tap ***Start Group Chat*** or ***Add Participants*** *to add the* **My Room** *participants*
3. The participants will receive a request to join the group chat which they will have to ***Accept***.
4. ***Search*** for the VMR Number
5. Tap on the VMR number and tap ***Video Call***
6. If you are hosting the Meeting type the ***Moderator PIN*** number when requested. You have now joined the meeting.



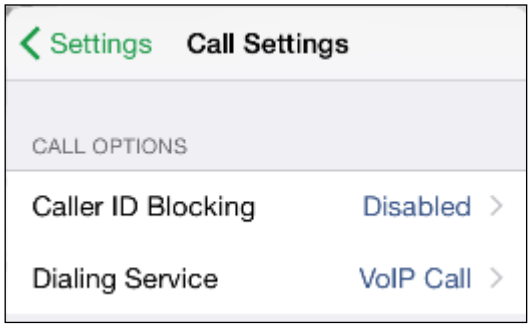
7. Click on the ***End Call*** button at any stage to end the meeting.

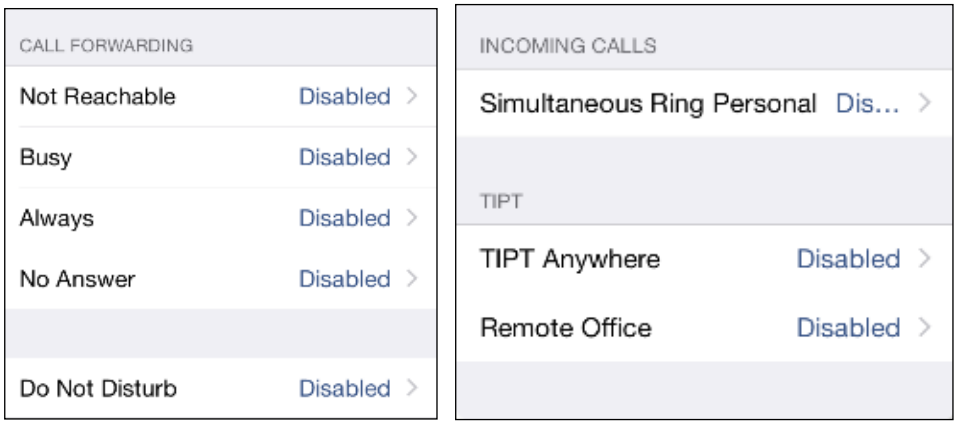
CHAPTER 20
IPAD - CLIENT SETTINGS

The TIPT UC-One client supports the following TIPT features. These services can be turned on or off using the **Settings** window. Settings can also be configured in CommPilot.

FEATURE	DESCRIPTION
Call settings	Enables or disable TIPT UC-One features.
Remember password	If this feature is activated the application will remember the password the next time you logon.
Automatic sign-in	Is this feature is activated the application will login automatically.
Language	Set the language. English is the supported language.
Troubleshooting	Displays Logs and Reporting
Caller ID lookup	Allows you to enable or disable Caller ID lookup
Help	Link to the TIPT Resources website ***telstra.com/tiptresources.***
About	Current installed version.
Version	Displays the version number
Sign out	Allows you to Sign out

The following screens appear when the **Settings** icon and **Call Settings** are selected





FEATURE	DESCRIPTION
Caller ID Blocking	Enable you to activate or deactive Caller ID
Dialling Service	Allows you to specify which dialling service you would like to use for outgoing calls.
Not Reachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Busy	Calls will be forwarded only when the phone being called is busy.
Always	Every call will be forwarded to the number configured.
No Answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered.
Do Not Disturb	If you activate this service all calls will be blocked.
Simultaeous Ring Personal	The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.
TIPT Anywhere	The TIPT Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. If required the call can then be continued on any of the other preconfigured phones.
Remote Office	Remote Office allows you to use any other phone number e.g. home number or mobile as your TIPT desk phone. When a call is initiated from TIPT UC-One with Remote Office enabled, your TIPT phone number will be displayed to the caller and not your remote office

FEATURE	DESCRIPTION
	number. Incoming calls to your business are redirected to ring on the Remote office phone number. People who work away from the office (or from home) will benefit from this feature.

CALLER ID BLOCKING

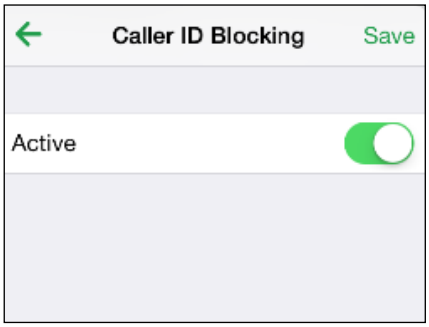
By default, your number is displayed to the called party. When the CLID Number feature is enabled your number is hidden from the display of the called party. When enabled CLID only works for calls to contacts external to your business.

Calls to colleagues at your business site will still see your TIPT number displayed.

User Case:
Taylor is part of a call centre that also makes outbound calls. When making outbound calls to clients, Taylor sets Hide Number so clients will call back on the call centre number and not Taylor's direct line.

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Caller ID Blocking**



4. Change the Active switch from OFF to **ON**
5. Tap **Save**

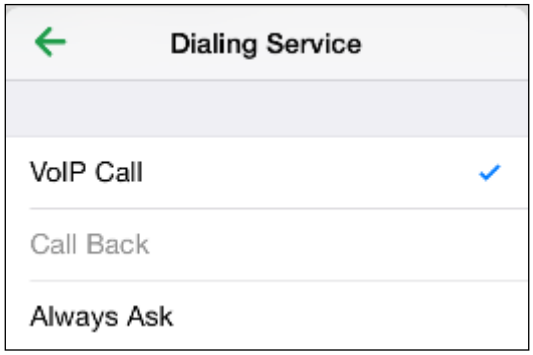
To Disable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Caller ID Blocking**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

DIALING SERVICE

Allows you to specify which dialling service you would like to use for outgoing calls

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap the entry under **Dialing Service**



4. Select from the following options:

OPTIONS	DESCRIPTION
VoIP Call	Make calls using the TIPT UC-One client.
Call Back	This feature is currently unavailable.
Always Ask	When selected this feature will always ask you if you want to make the call from your iPhone (native call) or through UC-One

CALL FORWARDING OPTIONS

The Call Forward feature automatically forwards incoming calls (from your TIPT desk phone) to an alternate phone number that is configured.

Calls can be forwarded to a colleague or your mobile if you are away from the office.

Call Forward No Answer User Case 1:

William is often not at his desk and misses a lot of calls that come through to his business phone. To help improve his contact ability, William enables *Call forward no answer* to his mobile phone number. This way, if William is at his desk he is able to answer the call on his business phone. If he is not at his desk and there is a call to his business phone it will be forwarded to his mobile phone number.

Call Forward Always User Case 2:

Gloria will be on leave for two weeks. Gloria's manager, Brian has agreed that he will take her calls while she is away. On her last day of work, Gloria signs in to TIPT UC-One and enables the *Call forward always* feature and assigns Brian's number in the phone number field. All of Gloria's calls are automatically forwarded to Brian. When Gloria returns from her leave she disables the *Call forward always* feature, so she can again receive calls on her business phone.

Call Forward Not Reachable User Case 3:

Glen's business is in an area where there are frequent disturbances to the electricity network. To prevent his business being unable to continue when these disturbances occur Glen has enabled *Call forward when unreachable* and entered the number as his mobile phone into the relevant field. If there are any outages, all of his business calls will automatically be forwarded to his mobile phone.

FORWARDING TYPE	DESCRIPTION
Not Reachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Busy	All calls will be forwarded only when the TIPT desk phone being called is busy.
Always	Every call to your TIPT desk phone will be forwarded to the number configured.
No Answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered.

NOT REACHABLE

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Not Reachable**

4. Tap **Forward to #**
5. Enter the number you wish to forward calls to when your number is unreachable
6. Change the ***Active*** switch from OFF to **ON**
7. Tap **Save**

To Disable:

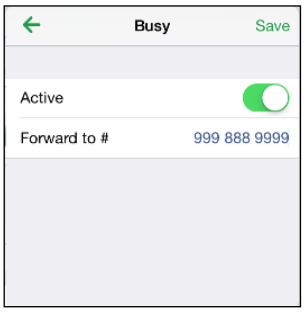
1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Not Reachable**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

BUSY

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Busy**



4. Tap **Forward to #**
5. Enter the number you wish to forward calls to
6. Change the Active switch from OFF to **ON**
7. Tap **Save**

To Disable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Busy**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

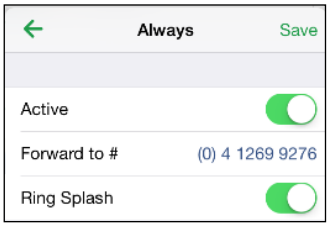
Note: The mobile device will retain the previous number entered for this feature. This number can be deleted or changed at any time.

ALWAYS

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**

3. Tap **Always**



4. Change the Active switch from OFF to **ON**
5. Tap **Forward to #**
6. Enter the number you wish to forward calls to
7. Change the Ring Splash switch from OFF to **ON,** if required
   If activated a single ring will play on your TIPT desk phone when an incoming call is forwarded.
8. Tap **Save**

To Disable:

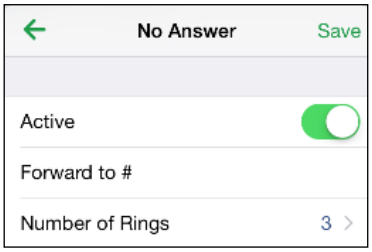
1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Always**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

NO ANSWER

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **No Answer**



4. Change the Active switch from OFF to **ON**
5. If required change the **Number of Rings**
6. Tap **Forward to #**

7. Enter the number you wish to forward calls to
8. Tap **Save**

To Disable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **No Answer**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

Note 1: The Number of Rings allows you to change the number of rings callers will hear before being forwarded to the number specified on No Answer.

Note 2: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

DO NOT DISTURB

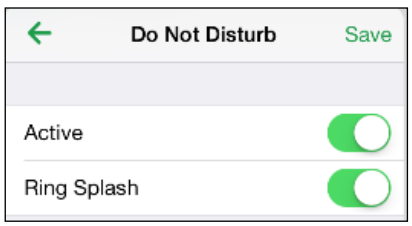
If you activate this service all calls will be blocked and calls will be sent to your voicemail.

User Case:

Dasha will be in a meeting and does not want to receive any incoming calls. By activating Do Not Disturb people within the enterprise can see that Dasha is not available. Any incoming calls will immediately be sent to voicemail.

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Do Not Disturb**



4. Change the Ring Splash switch from OFF to **ON,** if required
   If activated a single ring will play on your TIPT desk phone when an incoming call is forwarded.
5. Change the Active switch from OFF to **ON**
6. Tap **Save**

To Disable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Do Not Disturb**
4. Change the Active switch from ON to **OFF**
5. Tap **Save**

SIMULTANEOUS RING PERSONAL

The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.

> **Note:** If the remote phone has voicemail enabled and picks up the call before your business phone voicemail answers, your voicemail messages will be located on your remote phone voicemail.

User Case:

Anthony is not always at his desk to answer calls on his business phone. Anthony's department prefers all calls to be answered promptly and not forwarded to message bank. Anthony enables the *Simultaneous Ring* feature and assigns his mobile phone as one of the other numbers. This way, Anthony is able to answer an incoming call on either phone.

SIMULTANEOUS RING PERSOAL AND UC-ONE

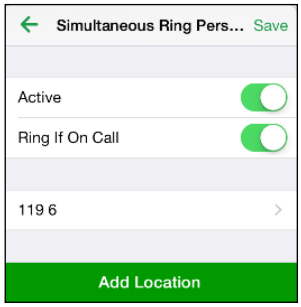
The recomneded settings are to have Simultaneous Ring Personal turned off. This is to prevent confusion when an incoming call is received.

When Simultaneous Ring Personal is disabled calls will arrive on the UC-One client.

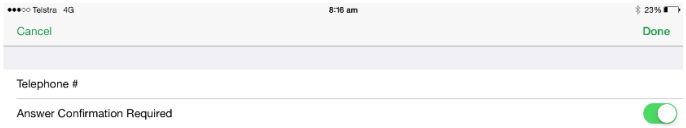
In the scenario where the mobile device your TIPT UC-One client is installed on is the same as the number specified in the Simultaneous Ring Personal settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To enable

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Simultaneous Ring Personal**



4. Tap the **Add Location** icon to add a new entry



5. Tap **Telephone #**
6. Enter the number of the additional phone
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX and tap ***Done***.
7. Change the ***Answer confirmation Requirement*** switch from OFF to **ON** if applicable
   If activated when a call is answered you will be prompted to press any key to accept the call.
8. Tap ***Done***
9. Change the Active switch from OFF to **ON**
10. Change the ***Ring if on Call*** switch from OFF to **ON** if applicable
11. Tap ***Save***

Note: This will only work for calls answered on the primary phone.

To Disable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Simultaneous Ring Personal**
4. Change the **Active** switch from ON to **OFF**
5. Change the ***Ring if On Call*** from ON to **OFF**
6. Tap ***Save***.

Note: The Call Forward Always feature when enabled will take precedence over the Simultaneous Ring Personal. Call Forward No Answer, Call Forward Busy and Call Forward Unreachable will allow Simultaneous Ring feature to operate.

Simultaneous Ringing is invoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office location.

TIPT ANYWHERE

User Case:

You are on a call on your TIPT desk phone, the call is going longer then you expected and you need to leave the office and continue the call on your mobile. You can *Pull* the call to your preconfigured mobile phone to continue the call without interruption. If the reverse is the case and you are on a call on your mobile and want to continue the call on your desk phone, dial *11 on your TIPT desk phone to *Pull* the call to the desk phone.

TIPT ANYWHERE AND UC-ONE

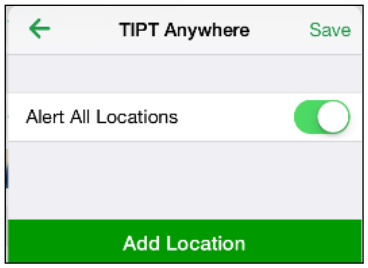
The recommended settings are to have TIPT Anywhere turned off. This is to prevent confusion when an incoming call is received.

When TIPT Anywhere is disabled calls will arrive on the UC-One client.

In the scenario where the mobile device your TIPT UC-One client is installed on, is the same as the number specified in the TIPT Anywhere settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **TIPT Anywhere**



4. Tap the **Add Location** icon

to add a location
5. Tap **Telephone #** to add a number
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX and tap ***Done***.
6. Tap **Description** to add a description and tap ***Done***
   A description must be entered
7. Switch on any of the following features to enable

FEATURE	DESCRIPTION
Active	When enabled allows the location/mobile to function as an extension of your TIPT UC-One device.
Call Control	When enabled determines that call control options are to be performed by the TIPT Anywhere location device rather

FEATURE	DESCRIPTION
	than your TIPT desk phone settings.

8. Tap **Save** when finished
9. Change the **Alert All Locations** switch from OFF to **ON**
10. Tap **Save**.

Note: You can configure multiple locations if required.

To Disable

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **TIPT Anywhere**
4. Change the **Alert All Locations** switch from ON to **OFF**
5. Tap ***Save***.

REMOTE OFFICE

User Case:

Molly will be travelling interstate to follow up with clients. Molly always gives her clients her TIPT desk phone number. While Molly is interstate, she enables the Remote office so all calls to her business phone number will be received on her mobiles native dialler. When Molly initiates a call from the TIPT UC-One, her business phone number will be displayed to the caller. Molly likes to use the Remote office feature since she only has to give her clients her business phone number and still not miss a call when away from the office.

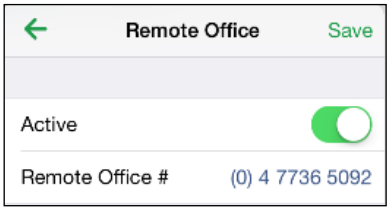
REMOTE OFFICE

The recomneded settings are to have Remote Office turned off. If Remote Office is enabled calls to your desk phone will not arrive through the UC-One client, the calls will only ring on the device Remote Office has been configured with, i.e. your mobile number or other listed number.

The call will not arrive on the desktop client at all in this scenario.

To Enable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Remote Office**



4. Change the **Active** switch from OFF to **ON**
5. Tap **Remote Office #**
6. Enter the number you wish to use as your remote office phone.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
7. Tap **Save**

To Disable:

1. Tap the **Settings** icon
2. Tap **Call Settings**
3. Tap **Remote Office**
4. Change the **Active** switch from ON to **OFF**
5. Tap **Save**

Note 1: The mobile device will retain the previous number entered for this feature, this number can be deleted or changed at any time.

Note 2: For an incoming call, if the Simultaneous Ring and Remote Office features are enabled concurrently, each of the assigned Simultaneous Ring phone numbers will ring at the same time as the Remote Office location.

Note 3: For an incoming call, if the Always Forward feature is enabled, the assigned number for Always forward will ring and not the Remote Office location.

CHAPTER 21
IPAD - FAQ'S AND KNOWN LIMITATIONS

ACCESSING HELP

To access the Help using your iPad device:

1. Tap **Settings**
2. Tap **Help**
   This will direct you to ***insight.telstra***

For "How-to" support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, ***telstra.com/tiptresources***, contact the Telstra IP Telephony Helpdesk - **1800 287 289** (option, 2) 24 hours per day.

LIMITATIONS

REMOVING A CONTACT

Removing a contact in **Edit** does not work. The contact is not removed.

ADDING CONTACT GROUPS

Duplicated group names can be used when creating groups however issue occurs when you delete a duplicated group. System crashes.

TIPT VIRTUAL MEETING ROOM

When a participant leaves the meeting they cannot rejoin. Their name still appears on the Participant list even though they have left the meeting and there is no way to rejoin.

SWAP BETWEEN CALLS

The TIPT UC-One client on an iOS device does not allow for video Calls to swap with voice calls that are on hold. There is no option to complete this task on the UC-One client.

UNSUBSCRIBE – IPAD CLIENT

When a user is Available or logged into UC-One they have the ability to accept a presence request. When they are not logged in they will miss the Presence request sent by another user. In this instance you have to Unsubscribe the User and resend the Presence request by activating Subscribe. Unsubscribe doesn't appear to work unless the client is logged into UC-One on the iPad.

FAQ

Different companies using TIPT UC-One can Chat between each other providing each of the contacts has their UserID in the IM addess field,

FEATURE SUMMARY

FEATURE	IOS
Automatic Sign on	Y
Access to the Enterprise Contact Directory	Y
Access to Outlook Contacts and Calendar	N
Add, Edit and Remove Personal contacts	N (Add, Edit and Remove from native Application)
Add, Edit and Remove Contact groups	N
Add, Edit and Remove Conference groups	N
Add a Contact from an Enterprise search	Y
Make and Receive Voice and Video calls	Y
Search on Contacts	Y
Set a Contact as a favourite	Y
Click to Dial from the Contact Directory	Y
Click to Dial from the Call Log	Y
Call Settings	Call Forward Always Call Forward No Answer Call Forward Busy Call Forward Unreachable Do Not Disturb Remote Office Hide Number TIPT Anywhere Dialling Service Sim Ring Personal Credentials
Active Call Features	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Add Video Add Call

Further support:

TIPT Online Resource Centre:	***telstra.com/tiptresources***
TIPT How to Help Desk:	1800 648 116 from 8am to 8pm AEST
TIPT Faults Help Desk:	1800 287 289 24 hours per day

CHAPTER 22
TIPT UC-ONE ANDROID CLIENT OVERVIEW

TIPT UC-One is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road.

TIPT UC-One can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops.

TIPT UC-One allows the user to search their enterprise directory for contacts that they may not have on their buddy list. After searching, they can easily click to call the user or, optionally, add them to their buddy list.

TIPT UC-One also allows you to indicate your Presence, send Chat Messages (IMP) and join a Chat Room (My Room). These features are all available on mobile and desktop devices with the use of a public internet connection.

WHY USE TIPT UC-ONE ANDROID CLIENT?

TIPT UC-One Android Client offers:

- Convenience: There are multiple ways to access your TIPT Services
- Accessibility: TIPT UC-One Android Client gives you around the clock access to your TIPT services. Chat and Presence (IMP) are available on mobile devices with a public internet connection.
- Productivity: Save time with unrestricted access to TIPT services

Features include:

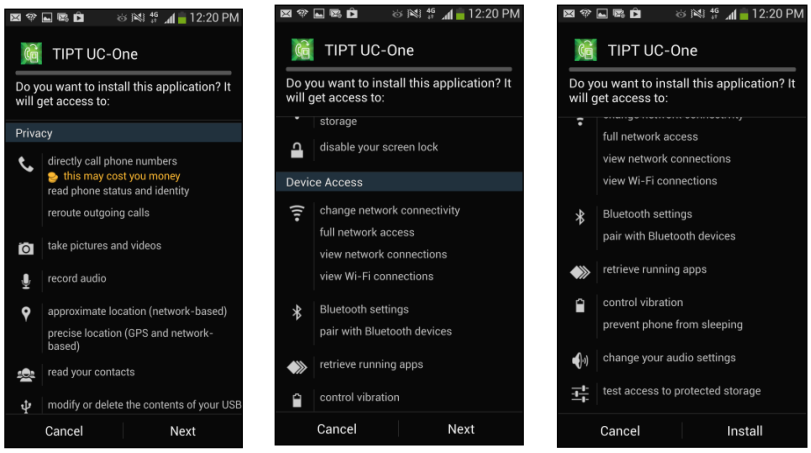
- Fast access to contacts and directories.
- View calls that have been missed, received or dialled from any of your TIPT devices.
- Add favourites so that frequently called contacts can be quickly located.
- Precise search function.
- TIPT features can be set from the client.
- Conference numbers, including ID and passwords can be entered for easy and fast access to conferencing.
- Change your Presence (online status) to indicate whether you are **Available**, **Busy**, **Away**, **Offline.** Some Presence statuses will change automatically when you are in a **Chat Session** or **Meeting**.
- Chat with one person or a group of people.
- Allow contacts to join your ***My Room*** Chat session for group chats.

CHAPTER 23
INSTALLING TIPT UC-ONE ANDROID CLIENT

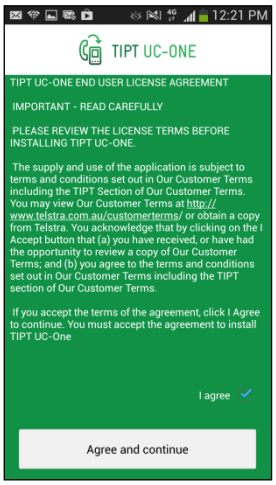
INSTALLING UC-ONE CLIENT ON ANDROID MOBILES

Prior to installing the UC-One client ensure your Customer group administrator has configured TIPT UC-One for you in CommPilot.

1. For installation on a mobile or tablet device forward these instructions to any email address accessible from the mobile device. Open this email on the device that you wish to install UC-One client on.
2. Download and install the UC-One client from **Play Store,** search for **tipt uc one**
3. Tap the UC-One icon to open the client
4. As the following screens appear follow the prompts as directed



5. To accept the License Agreement tap the **I agree** tick box, then tap **Agree and continue**


12:21 PM
TIPT UC-ONE
TIPT UC-ONE END USER LICENSE AGREEMENT
IMPORTANT - READ CAREFULLY
PLEASE REVIEW THE LICENSE TERMS BEFORE INSTALLING TIPT UC-ONE.
The supply and use of the application is subject to terms and conditions set out in Our Customer Terms including the TIPT Section of Our Customer Terms. You may view Our Customer Terms at http://www.telstra.com.au/customerterms/ or obtain a copy from Telstra. You acknowledge that by clicking on the I Accept button that (a) you have received, or have had the opportunity to review a copy of Our Customer Terms; and (b) you agree to the terms and conditions set out in Our Customer Terms including the TIPT section of Our Customer Terms.
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install TIPT UC-One
I agree
Agree and continue

CHAPTER 24
ACCESSING TIPT UC-ONE ANDROID CLIENT

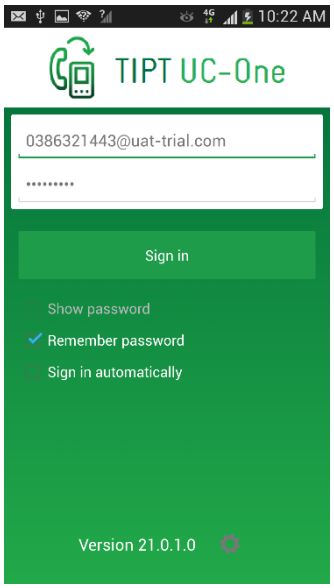
SIGN IN

To log in to TIPT UC-One Android Client

1. Tap the **TIPT UC-One** app
2. Enter your **Username** and **Password**
   To show password, remember password and sign in automatically use the tick box to enable

FIELDS	VALUES
Username (This is your current TIPT toolbar username.)	***03xxxxxxxx@telstra.com*** Generally, this is your TIPT phone number.
Password (Your current TIPT Telephony Toolbar password)	***xxxxxxxx*** If you don't remember your password, please call TIPT helpdesk on 1800 066 594 and select 1 to speak to the helpdesk representative to reset your password.

3. Tap **Sign In**

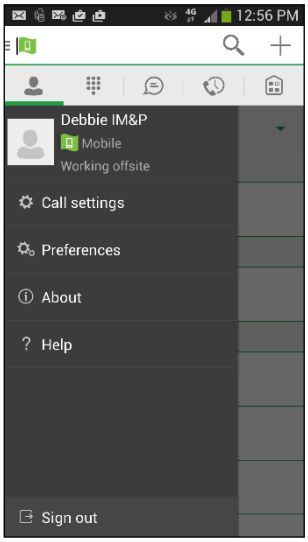


Note: For ease of use, select the options to remember password and to sign in automatically. These settings can be changed at any time.

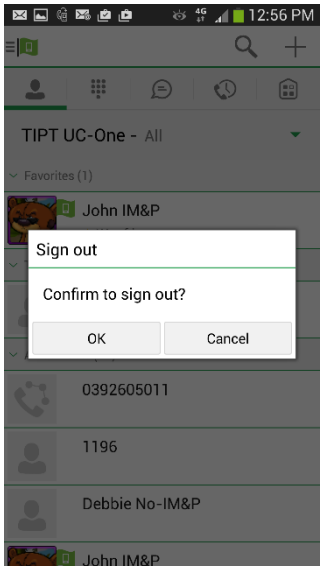
SIGN OUT

To sign out of TIPT UC-One

1. Tap the **Presence** button



2. Tap **Sign out**
3. Tap **OK** to confirm you wish to sign out



CHAPTER 25
ANDROID - RECOMENDED CONFIGURATION

CONFIGURATION SETTINGS

- When using the TIPT UC-One Mobile client, incoming calls to your TIPT desk phone will also arrive on your Mobile and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your Mobile from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One client if signed into TIPT UC-One.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for TIPT UC-One. The UC-One client uses SCA on the primary number assigned to your TIPT phone. The mobile UC-One client and the PC UC-One client will require a SCA user each.
- Changing any of the recommended settings may impact expected functionality.

SETTING	TIPT UC-ONE CLIENT	REASON FOR RECOMMENDED SETTING
Call Forwarding No Answer	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail).
Call Forwarding Always	Off	Every call to your TIPT desk phone will be forwarded to the number configured. If turned on incoming calls will not ring on the UC-One mobile client but will ring on the device that has been configured, i.e. your mobile number.
Do Not Disturb	Off	If you turn Do Not Disturb on, calls will not arrive on your UC-One client but will go straight to Voicemail on your TIPT desk phone.
Remote Office	Off	If you turn Remote Office On calls made to your TIPT desk phone will arrive at the configured number, not your UC-One client.
TIPT Anywhere	Feature can be On, Enabled	If you turn TIPT Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the UC-One client will ring at the same time.

	location - Off	
Simultaneous Ring Personal	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the UC-One client will ring at the same time when a call arrives through the UC-One client when turned On.

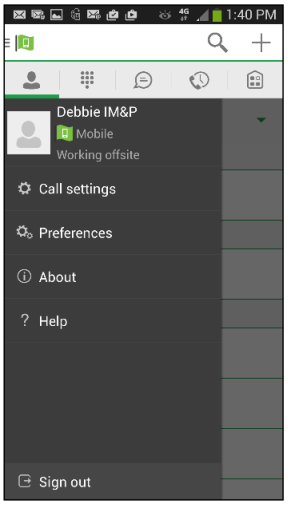
The following User settings are recommended for initial setup in CommPilot and/or the Telstra Telephony Toolbar.

SETTING	TELSTRA TELEPHONY TOOLBAR / COMMPILOT	REASON FOR SETTING
Connected Line Identification Restriction	**On ***	
External Calling Line ID Delivery	**On ***	
Internal Calling Line ID Delivery	**On ***	
Call Waiting	**Off**	

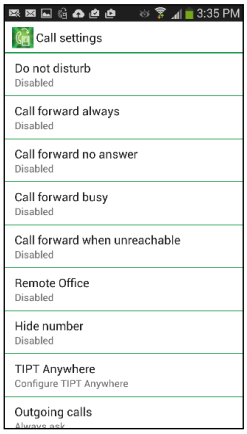
*** Note :** If you don't want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

The following settings are recommended when you make a call.

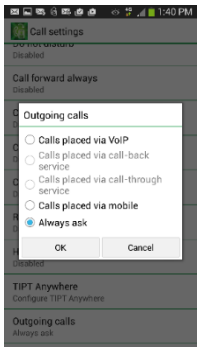
1. Tap the **Presence** button



2. Tap **Call Settings**
3. Select **Outgoing Calls**



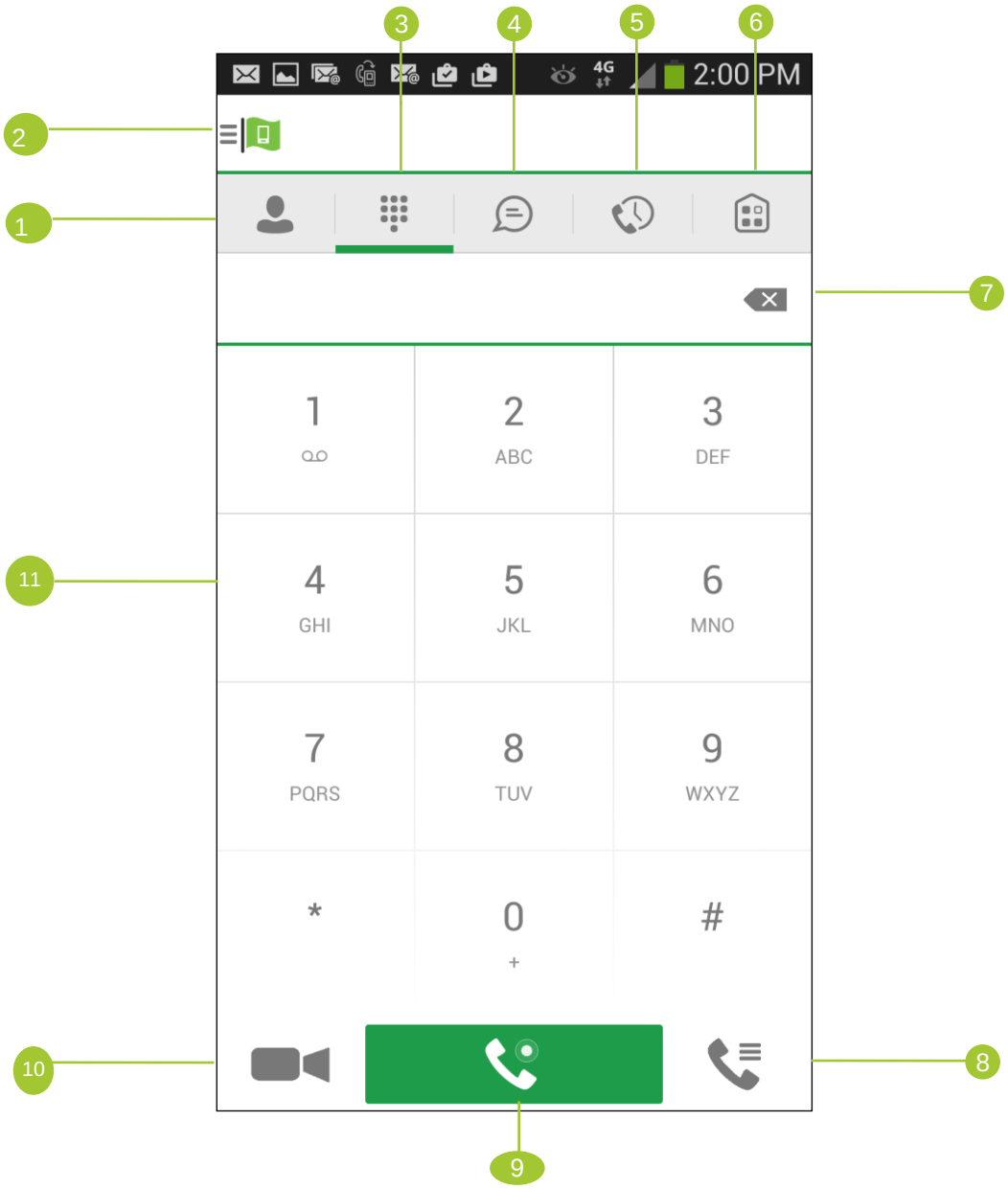
4. Tap **Always Ask**



5. Tap **OK**

Note: Ensure “Enable video calls” is selected to view a video call.

CHAPTER 26
ANDROID - TIPT UC-ONE HOME SCREEN

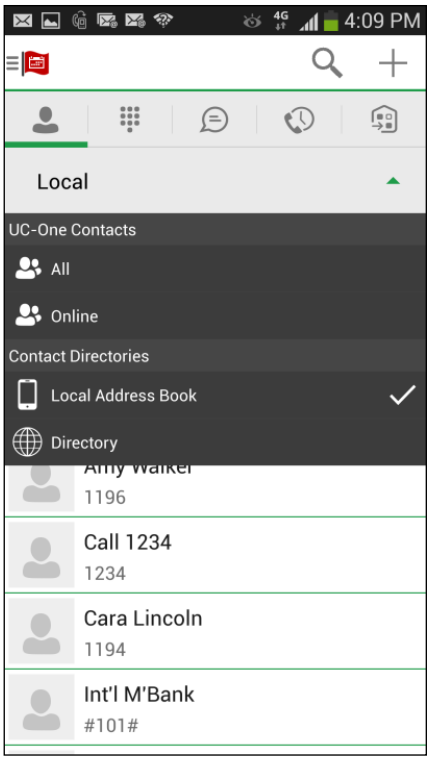


1	Contacts	6	My Room
2	Presence	7	Delete
3	Dial	8	Pull Call
4	Chat	9	Call
5	History	10	Video Call
		11	Dial Pad

CHAPTER 27
ANDROID - CONTACTS AND CALL HISTORY

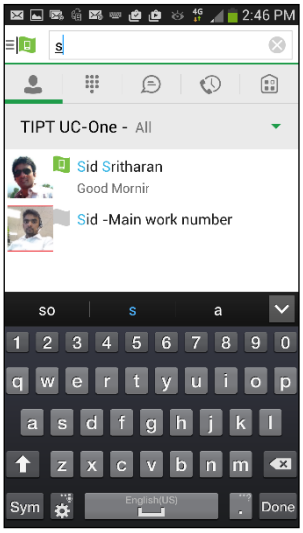
CONTACTS

Contacts is a list of all your contacts. Contacts that can be displayed are All, Online, Local Address book or Directory.

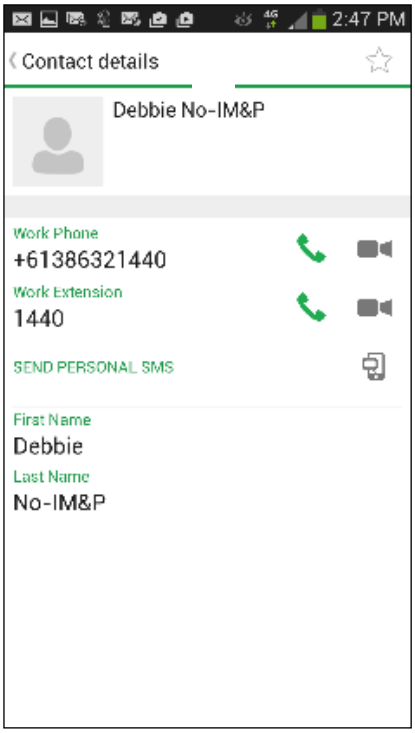


To Search from your list of contacts:

1. Tap **Contacts**
2. Tap **Search**
3. Type in the name of your contact.
   The search will begin as soon as you start entering the name.



4. The search results will display.
5. You can expand the contact's information by tapping on the entry



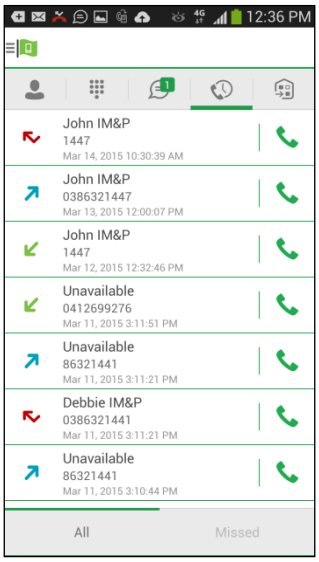
6. You now have the option to make a **Call** , **Video Call** , send a chat message or send a **message**

HISTORY

History lists your missed, received , placed calls and chat messages made from any of your TIPT UC-One devices. The time and details of the call are also displayed.

To view the History:

1. Tap **History**



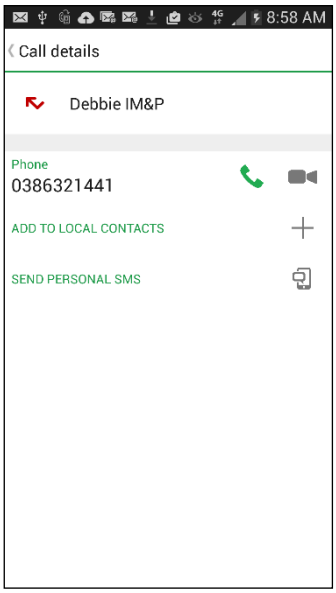
- Placed calls

- Received calls

- Missed calls

The icons across the bottom of the screen allow you to view **All** Calls or **Missed** calls.

2. Tap an entry from the list to expand the contact details



3. You now have the option to make a **Call**, **Video Call**, Add to local contact or send a **message**

Note 1: When you have an unseen missed call, your Call History will display a notification to alert you of any missed calls. When you tap on Call History to view the missed calls, the notifications will no longer display.

Note 2: Individual calls cannot be deleted from Call History on an Android device.

CHAPTER 28
ANDROID - USING CLIENT FEATURES

PLACE A CALL

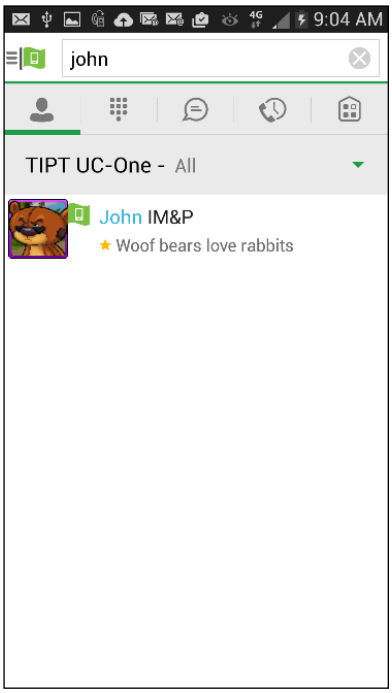
There are a number of ways you can make a call from TIPT UC-One. All options allow you to make a Voice Call or a Video Call.

> **Note:** The quality of your video connection when you are on a mobile device and connecting to a video conference where other parties are on a larger screen will depend on the capabilities of the camera on your mobile device.

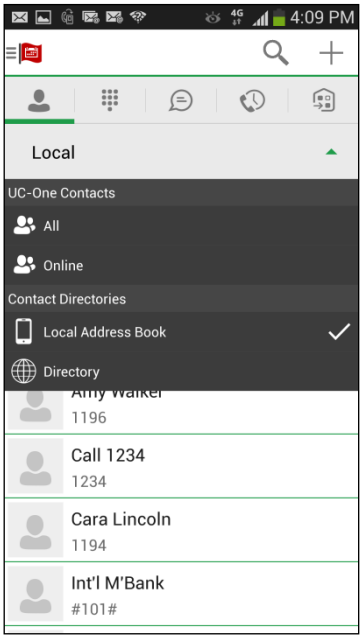
PLACE A CALL USING YOUR CONTACTS

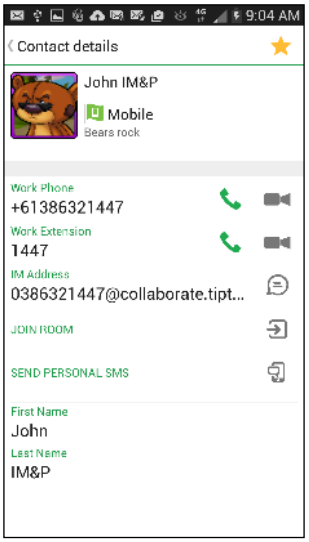
1. Tap **Contacts**
2. Tap on **Search**
3. Type in the name of your contact.

The search will begin as soon as you start entering the name.



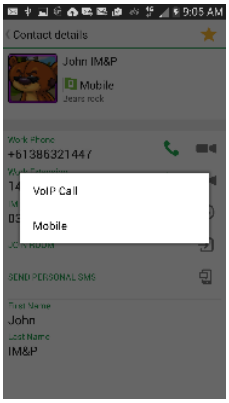
4. **Tap** to determine where to search in ie Local Address book or Directory





5. Expand the contact's information by tapping on the entry

6. Select the type of call you would like to make – Voice Call or Video Call
7. Select to place the call via VoIP or Mobile



8. Select to send a chat message.

9. Select to join My Room.

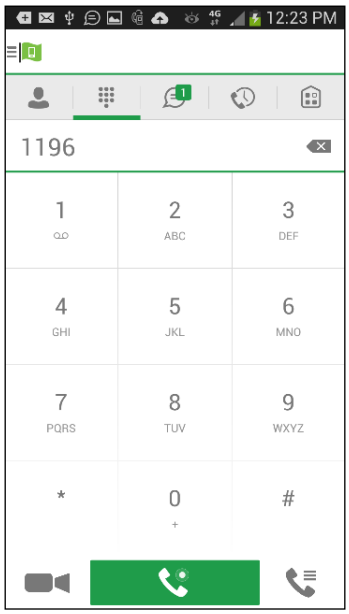
10. Select to send an SMS Message.

PLACE A CALL FROM CALL HISTORY

1. Tap **Call History**
2. Expand the contact's information by tapping on the entry
3. Select the type of call you would like to make – **Voice Call** or **Video Call**
4. Select to place the call via **VoIP** or **Mobile**

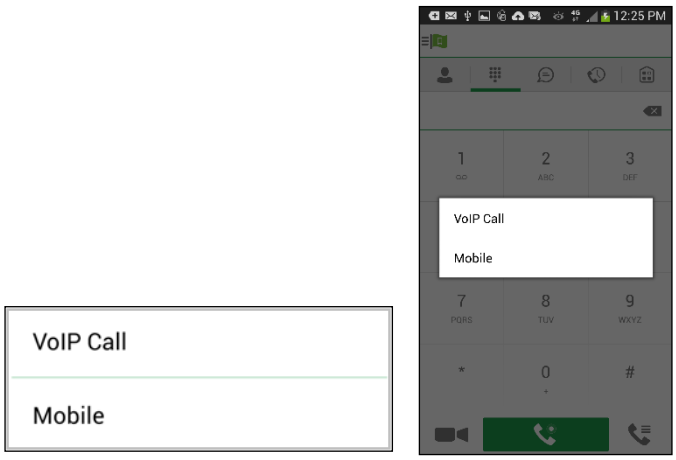
DIAL AN AD-HOC NUMBER

1. From the Call Screen, enter the number using the **dial pad**



2. Select the type of call you would like to make **Voice Call** or **Video Call**

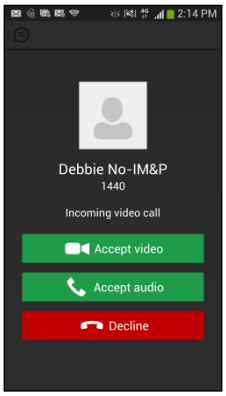
3. Select to place the call via **VoIP** or **Mobile**



RECEIVE A CALL

When there is an incoming call a call pop up window will display on your screen.

VOICE CALL



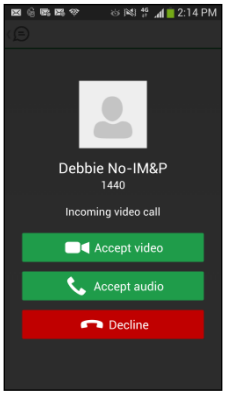
1. Tap **Accept audio** to answer the call or **Decline** to decline the call.

Note: If **Decline** is selected the call will follow the **Call forward busy** settings, if this feature is disabled the caller will be disconnected.

VIDEO CALL

Note: Enable video calls needs to be activated in order to make and receive video calls. This feature can be enabled through settings.

1. Tap **Accept Video** to answer a video call



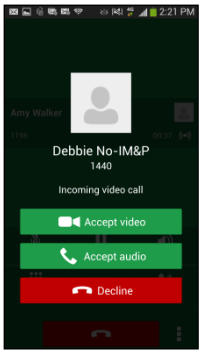
Note 1: If you only wish to have a voice call select **Accept audio.**

Note 2: If **Decline** is selected the call will follow the **Call forward busy** settings, if this feature is disabled caller will be disconnected.

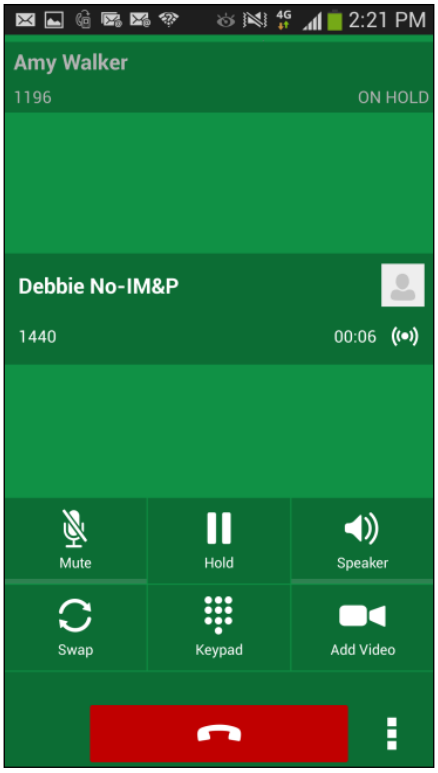
CALL WAITING

To answer a second call, while you are on an active call

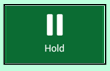
1. Tap **Accept audio**



2. This will automatically place the first call on hold.



Note 1: If **Decline** is selected the call will follow the **Call forward no answer** settings. If this feature is disabled the caller will be disconnected.

Note 2: You can swap between each call by placing the active call on hold 

and reselecting the other caller or Swap between calls by using Swap

.

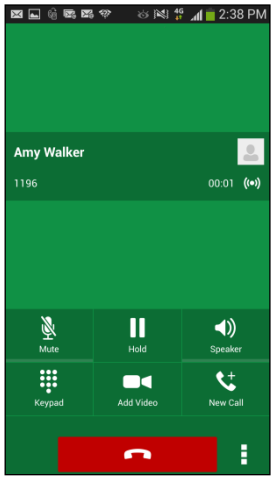
END A CALL

To end a call:

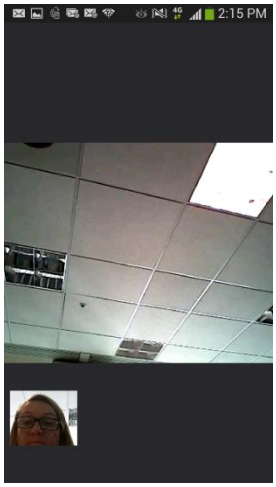
1. Tap **End Call**

ACTIVE CALL OPTIONS

When you have an active call or video call in place you can use the following call control features.



Voice Call



Video Call

FEATURE	VOICE CALL	VIDEO CALL
Mute	✓	✓
Hold	✓	✓
Speaker	✓	✓
Keypad	✓	✓
Add Video	✓	
New Call	✓	
Transfer		✓
Conference	✓	✓
Voice Only	✓	✓
End Call	✓	✓
Swap	✓	✓

HOLD A VOICE OR VIDEO CALL

While on an active call

1. Tap the **Hold** icon

To take the call off hold

2. Tap the **Resume** icon

> **Note:** For a **Video Call** tap the screen to display the In Call menu and tap again to hide.

MUTE A VOICE OR VIDEO CALL

Muting your microphone will stop the caller from hearing you, but you will still be able to hear the caller.

While on an active call

1. Tap the **Mute** icon

To take the call off Mute

2. Tap the **Mute** icon again

> **Note:** For a **Video Call** tap the screen to display the In Call menu and tap again to hide.

SPEAKER – VOICE OR VIDEO CALL

To use the mobile device Hands free

1. While on an active call tap the **Speaker** icon

To take the mobile device off Hands free

2. Tap the **Speaker** icon again

> **Note:** For a **Video Call** tap the screen to display the In Call menu and tap again to hide.

ADD VIDEO – VOICE CALL

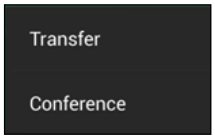
Allows you to change the call to a Video Call

1. While on an active call, tap **Add Video**

> **Note:** The other party will require Video functionality for this feature to work.

CONFERENCE CALL – VOICE CALL

To create a conference call

1. While on an active call, tap and select **Conference** 

2. Select the number by searching through your **Contacts** or **Call History** or tap **Call** to enter the number using the Dial pad
3. All parties will be joined to the conference immediately

If the third party does not answer or does not wish to join the conference

4. Tap **End Call**
5. Tap the **Resume** icon to take the original caller off hold.

TRANSFER A VOICE OR VIDEO CALL

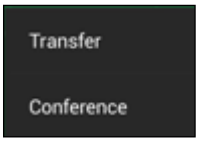
There are two types of call transfer, Blind Transfer and Consult Transfer.

Blind Transfer – allows you to transfer a call without announcing the call to the third party.

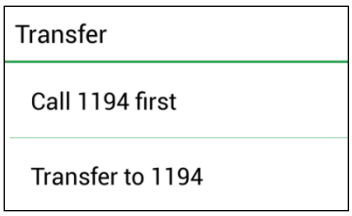
Consult Transfer – allows you to transfer a call speaking with the third party prior to completing the transfer

> **Note:** For a **Video Call** tap the screen to display the Call menu and tap again to hide.

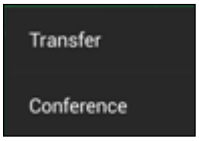
To complete a **Blind Transfer**

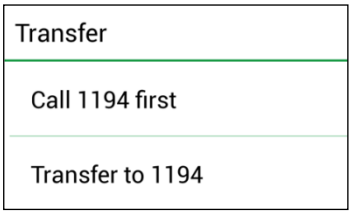
1. While on an active call, tap **Add call** and **Transfer** 

2. Select the number by searching through your **Contacts** or **Call History** or tap **Call** to enter the number using the Dial pad
3. Tap **Transfer to** number **(xxxx)**



To complete a **Consult Transfer**

1. While on an active call, tap **Add call** and **Transfer** 

2. Select the number by searching through your **Contacts** or **Call History** or tap **Call** to enter the number using the Dial pad
3. Tap **Call number (xxxx) first** 

4. After announcing call, tap **Complete**

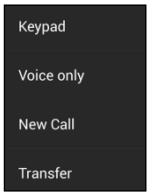
If the third party does not answer or does not wish to take the call

1. Tap **End Call**
2. Tap the **Resume** icon

to take the original caller off hold

VOICE ONLY – VIDEO CALL

Allows you to change the call to a Voice only call.

1. Tap the screen to display the Call Menu
2. Tap the More icon
3. Select **Voice Only** 

VIDEO CALL

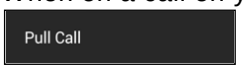
Allows you to Swap between the front and back cameras on your mobile device.

1. Tap the **Swap** icon to swap between front and back camera

ADDITIONAL FEATURES

CALL PULL

If the user has an active call on their desk phone, the call can be pulled seamlessly to the mobile phone via the **Call Pull** button. There is no interruption to the voice call.

1. When on a call on your desk phone, tap and hold the **Call Pull** icon on your mobile device


2. Tap **VoIP Call**

The call will instantly move to your mobile with no interruption to your call

To Pull the call from your mobile to your TIPT desk phone

Dial ***11** on your desk phone

REDIAL

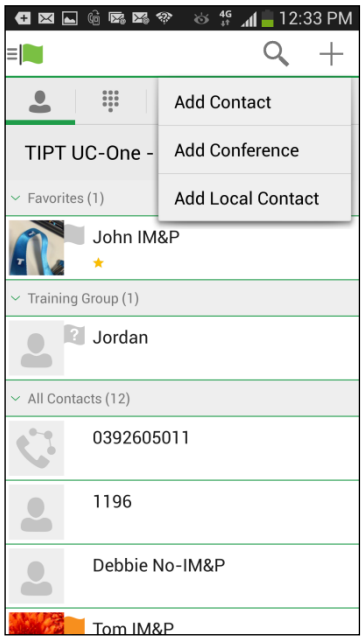
To redial the last number

1. From the Dial pad tap the **Handset** icon , the previously dialled number should appear
2. Tap the **Handset** icon again to dial the number
3. Tap **VoIP Call** or **Mobile**.

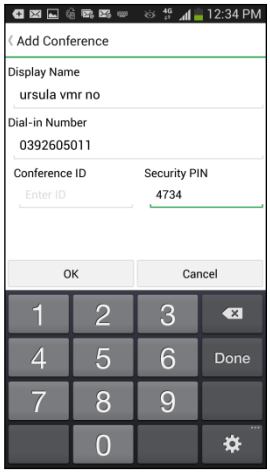
CHAPTER 29
ADDING YOUR VMR NUMBER AND SECURITY PIN

Your VMR Conference number and Security PIN need to be entered in your contact information. To add your VMR number:

1. Select **Add Contact**



2. Select **Add conference**..
3. Tap on **Display Name** and type name



4. Tap on **Dial-In Number** and add the VMR Number.
5. Tap on **Security Pin** and add the PIN for VMR conferences.
6. Tap **Done**
7. Tap **OK**.

CHAPTER 30
USING TIPT UC-ONE PRESENCE, CHAT (IM) AND MY ROOM

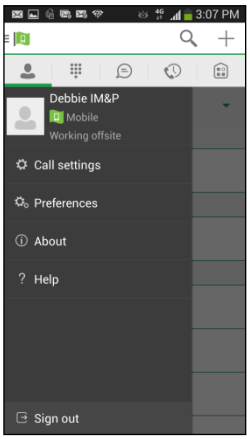
The TIPT UC-One client supports Presence, Chat and My Room. These features are available via a public internet connection.

PRESENCE

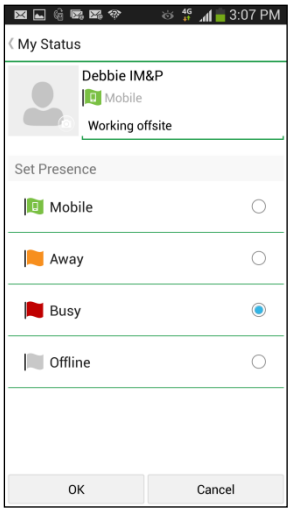
Presence (on-line status) Information allows you to change your status to indicate whether you are – Available, Away, Busy, or Offline. Some Presence statuses will change automatically when you are in a Chat Session or Meeting or on a Call.

To change your Presence:

1. Click on the Presence Icon

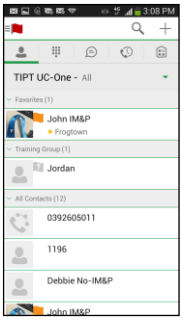


2. Select **your name and IMP**
3. Select from **Mobile**, **Away**, **Busy** or **Offline.** Other statuses will be shown automatically when you are involved in a Chat session, on the phone or in a meeting.



4. Tap **OK**

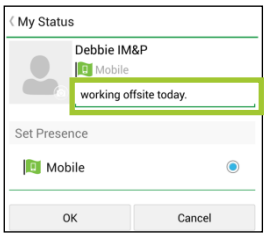
5. Your Presence will change to your selection…



CUSTOMISING MY PRESENCE INFORMATION

TO PERSONALISE THE MESSAGE ASSOCIATED WITH YOUR STATUS:

1. Click on the ***Presence*** Icon
2. Select **your name and IMP**
3. Click into the text box below ***'mobile'*** and type your message.



4. Tap **OK.**

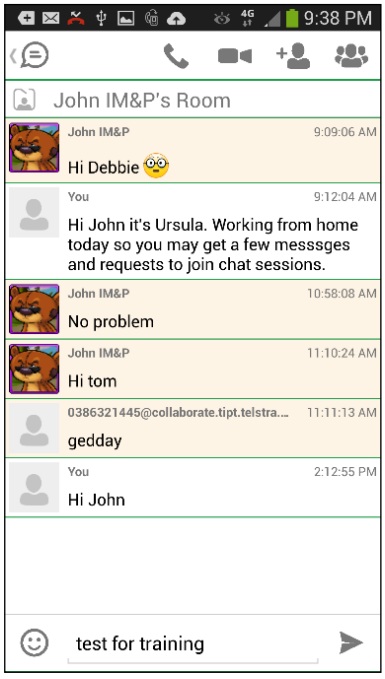
CHAT

Chat gives you the ability to chat on a 1-1 basis or with multiple people using My Room. Contacts can be added to the Chat Room at any stage to join the conversation.

SENDING A CHAT MESSAGE

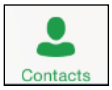
To send a Chat message

1. Tap on ***Chat***
2. Select the **Contact** you wish to chat with**.**

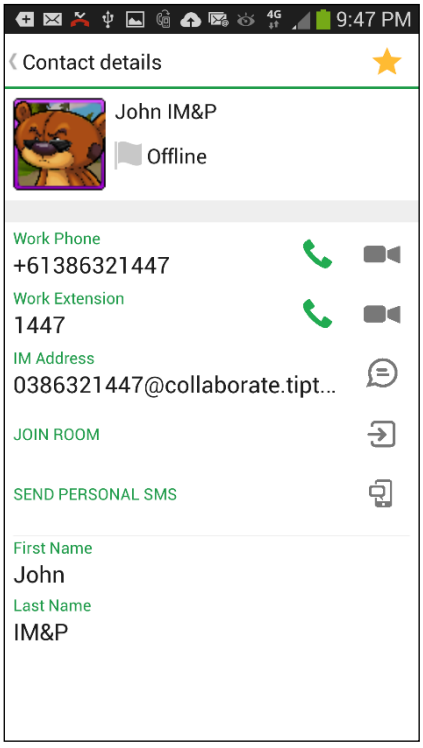


3. **Type** your message
4. Tap

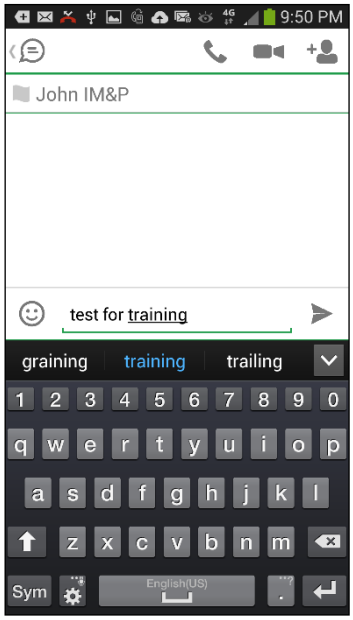
Or

1. Tap ***Contacts*** 

2. From the Contacts List ***select*** the contact you wish to chat with.



3. Tap **Chat**

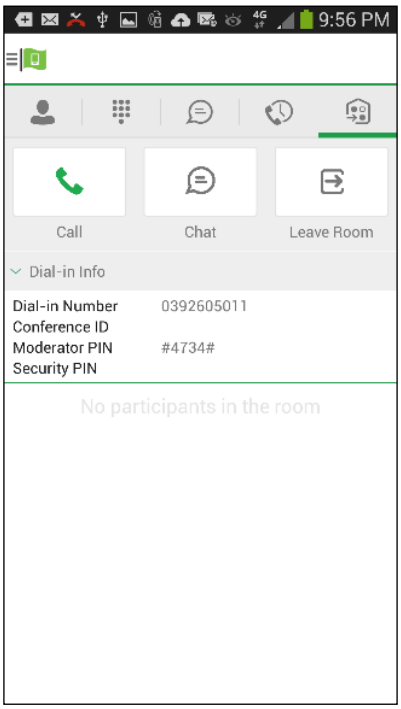


4. ***Type your message*** to commence the chat
5. Tap

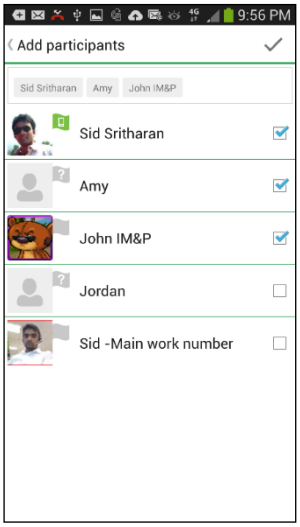
MY ROOM

To chat with multiple contacts in the same Chat session:

1. Tap ***My room***

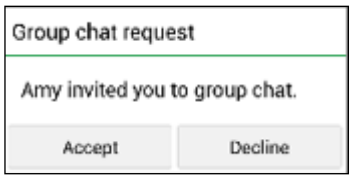


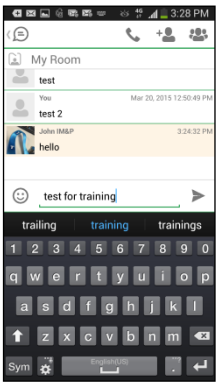
2. Tap ***Chat***
3. Tap ***Contacts***



4. ***Select*** the contacts you wish to Chat with and tap

5. All **My Room** participants will receive a group chat request which they need to accept to join the group session.





6. Type your message(s) and Tap

7. The ***Chat Room*** has been created and the group chat is ready to commence.

8. Tap ***Leave Room***

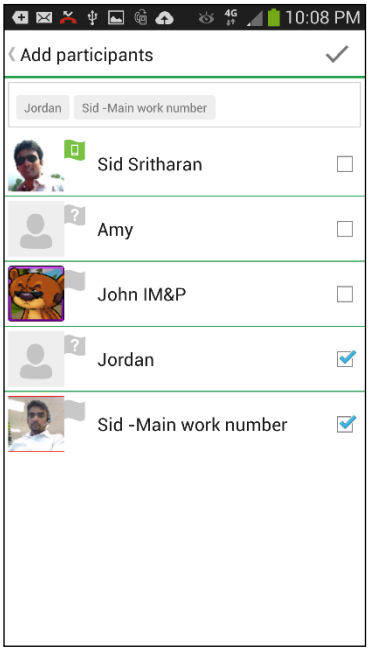
at any stage to exit **My Room**.

ADDING ADDITIONAL CONTACTS TO THE CHAT ROOM

You can add addional contacts to your Chat session at any stage.

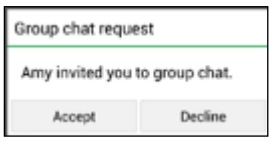
In My Room:

1. Tap to add additional contacts to the Chat session.



2. ***Select*** from your contact list and tap

3. The additional contacts will receive a **Group chat request** and they need to **Accept** to join ***My Room.***



VIEW PARTICIPANTS OF CHAT SESSION

You have the ability to view the participants of the Chat session at any stage.

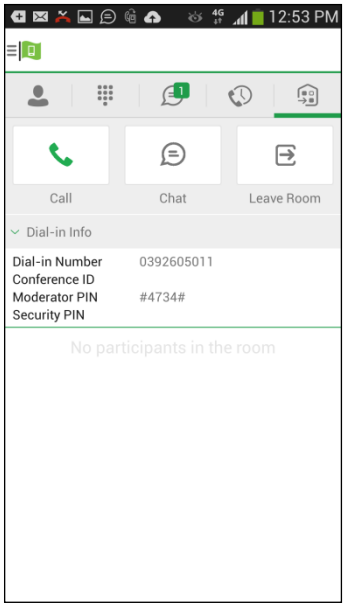
1. Tap ***Participants*** to view the Chat session members.

END THE CHAT SESSION

To leave the Chat Session:

1. Tap

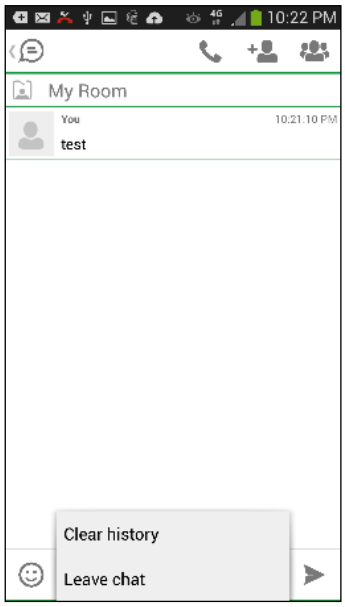
2. Tap ***Leave Room***



Or

1. Tap ***Menu*** *button on phone.*

2. Tap ***Leave Chat***

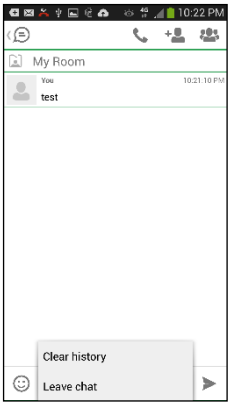


CLEAR HISTORY

To clear the Chat History.

1. Tap ***Menu*** *button on phone*

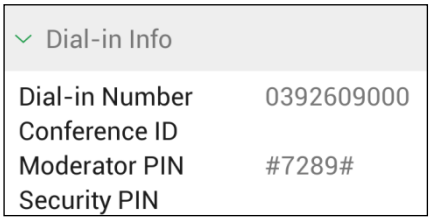
2. Tap **Clear History**



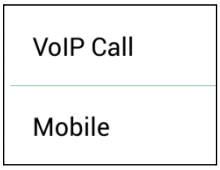
USING THE TIPT VIRTUAL MEETING ROOM SERVICE

To join a VMR meeting:

1. ***Add*** the meeting participants to ***My Room***.
2. With the ***Dial-in Number*** visible.

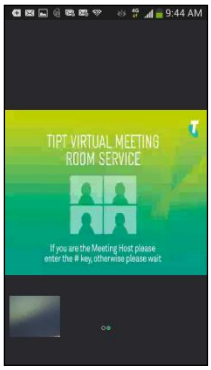


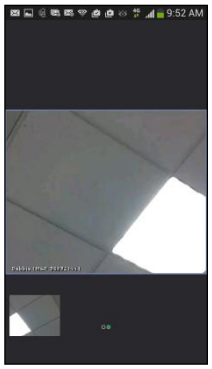
3. Tap ***Call***
4. Tap ***VoIP Call***



5. Tap ***Add Video***

6. You have now joined the conference call.

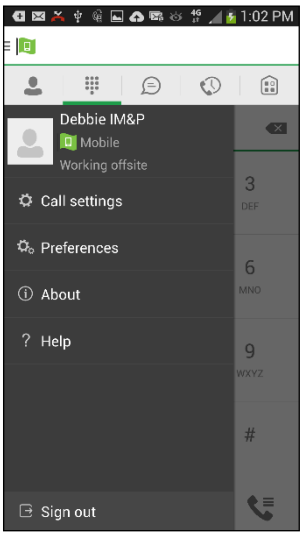


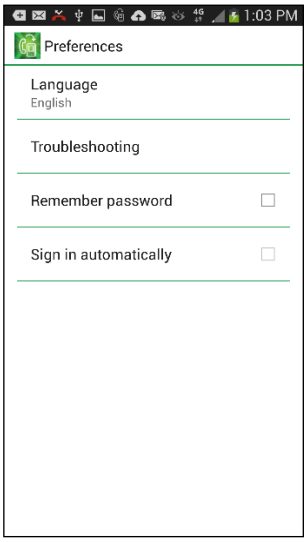


7. Tap ***End Call*** at any stage to leave the meeting.

CHAPTER 31
ANDROID - CLIENT SETTINGS

The TIPT UC-One client supports the following TIPT features. These services can be turned on or off using the Preferences window. The table below lists **recommended** settings. Changing any of the recommended settings may impact expected functionality. Preferences can also be configured in CommPilot.

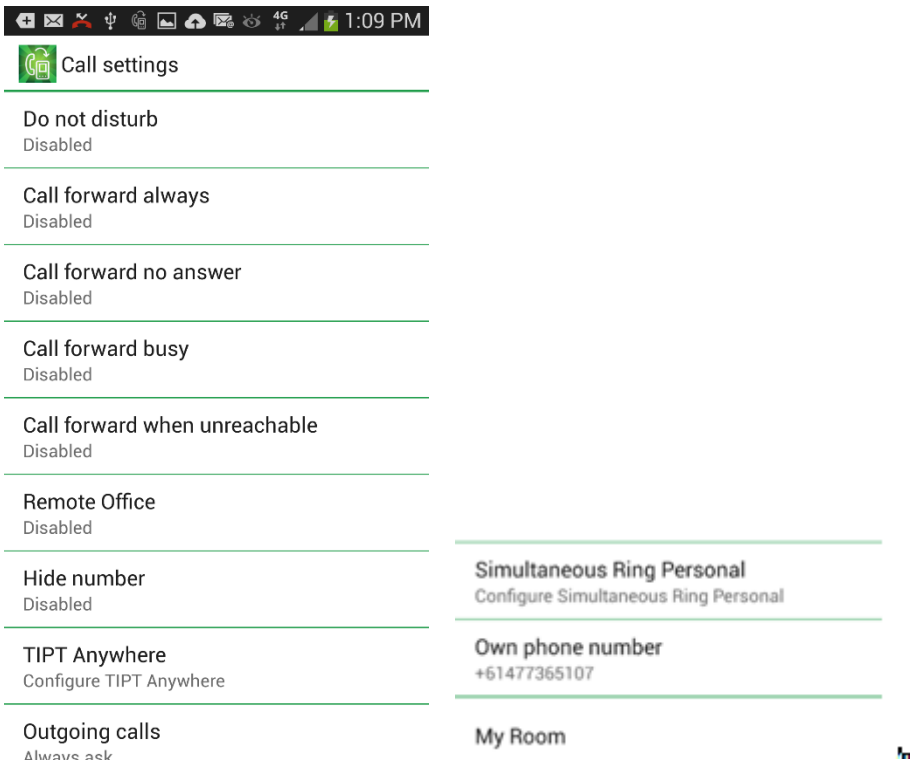




FEATURE	DESCRIPTION
Language	Set the language. English is the supported language.
Troubleshooting	Enable logging, log writing and Crash reporting.
Remember password	If this feature is activated the application will remember the password the next time you logon.
Sign in automatically	Is this feature is activated the application will login automatically.

CALL SETTINGS

Selecting Call Settings from the Settings menu displays the following options



FEATURE	DESCRIPTION
Do not disturb	If you activate this service all calls will be blocked by the server.
Call forward always	Every call will be forwarded to the number configured.
Call forward no answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered.
Call forward busy	Calls will be forwarded only when the phone being called is busy.
Call forward when unreachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Remote Office	Remote Office allows you to use any other phone number e.g. home number or mobile, as your TIPT desk phone. When a call is initiated from TIPT UC-One with Remote Office enabled, your business phone number will be displayed to the caller and not your remote office number. Incoming calls to your business are redirected to ring on the Remote Office phone number. People who work away from the office (or from home) will benefit from this feature.
Hide Number	By default, your number is displayed to the called party. When the Hide Number feature is enabled your number is hidden form the display of the

FEATURE	DESCRIPTION
	called party. When enabled, Hide Number only works for calls to contacts external to your business. Calls to colleagues at your business site will still see your number displayed.
TIPT Anywhere	The TIPT Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. You can answer an incoming call on any of the configured phones. If required the call can then be continued on any of the other preconfigured phones.
Outgoing calls	Allows you to specify which dialling service you would like to use for outgoing calls.
Simultaneous Ring Personal	The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.
Own phone number	N/A. You are able to enter you own phone number. There are no benefits for doing so.
My Room	Join **My Room** when you wish to have a group chat or join a group communication session.

DO NOT DISTURB

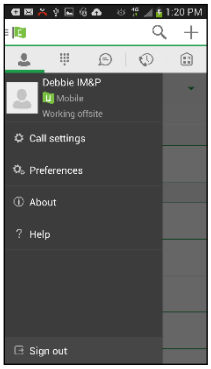
If you activate this service all calls will be blocked. You can forward calls if you choose to use your call forwarding services.

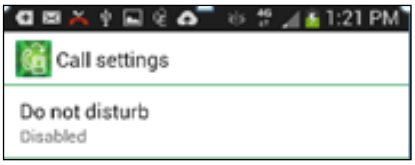
User Case:

Dasha will be in a meeting and does not want to receive any incoming calls. By activating Do Not Disturb people within the enterprise can see that Dasha is not available. Any incoming calls will immediately be sent to voicemail.

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**





3. Tap **Do not disturb**
4. Tap **Enable**

5. Tap **OK**

To Disable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Do not disturb**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK.**

CALL FORWARD OPTIONS

The Call Forward feature automatically forwards incoming calls (from your TIPT desk phone) to an alternate phone number that is configured.

Calls can be forwarded to a colleague or your mobile if you are away from the office.

Call Forward Always User Case 1:

Gloria will be on leave for two weeks. Gloria's manager, Brian has agreed that he will take her calls while she is away. On her last day of work, Gloria signs in to TIPT UC-One and enables the *Call forward always* feature and assigns Brian's number in the phone number field. All of Gloria's calls are automatically forwarded to Brian. When Gloria returns from her leave she disables the *Call forward always* feature, so she can again receive calls on her business phone.

Call Forward No Answer User Case 2:

William is often not at his desk and misses a lot of calls that come through to his business phone. To help improve his contact ability, William enables *Call forward no answer* to his mobile phone number. This way, if

William is at his desk he is able to answer the call on his business phone. If he is not at his desk and there is a call to his business phone it will be forwarded to his mobile phone number.

Call Forward Unreachable User Case 3:

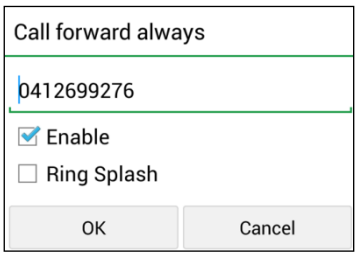
Glen's business is in an area where there are frequent disturbances to the electricity network. To prevent his business being unable to continue when these disturbances occur Glen has enabled *Call forward when unreachable* and entered the number as his mobile phone into the relevant field. If there are any outages, all of his business calls will automatically be forwarded to his mobile phone.

FORWARDING TYPE	DESCRIPTION
Call forward always	Every call to your TIPT desk phone will be forwarded to the number configured
Call forward no answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered
Call forward busy	All calls will be forwarded only when the TIPT desk phone being called is busy
Call forward when unreachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available

CALL FORWARD ALWAYS

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward always**



4. Enter the number you wish to forward all calls to
5. Tap **Enable**
6. Tap **OK**
7. Tap the **Back** button.

To Disable:

1. Tap the **Options** button on your mobile device

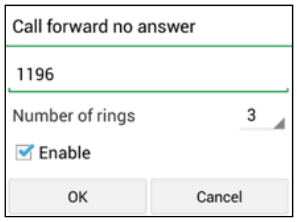
2. Tap **Call Settings**
3. Tap **Call forward always**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK**
6. Tap the **Back** button

Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

CALL FORWARD NO ANSWER

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward no answer**



4. Enter the number you wish to forward calls.
5. Tap **Enable**
6. Tap **OK**
7. Tap the **Back** button

To Disable:

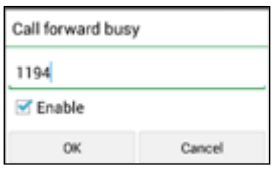
1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward no answer**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK**
6. Tap the **Back** button

Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

CALL FORWARD BUSY

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward busy**



4. Enter the number you wish to forward calls to when your number is busy
5. Tap **Enable**
6. Tap **OK**
7. Tap the **Back** button

To Disable:

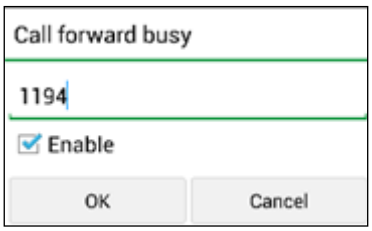
1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward busy**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK**
6. Tap the **Back** button

Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

CALL FORWARD WHEN UNREACHABLE

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward when unreachable**



4. Enter the number you wish to forward calls to when your number is unreachable
5. Tap **Enable**
6. Tap **OK**
7. Tap the **Back** button

To Disable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Call forward when unreachable**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK**
6. Tap the **Back** button

Note: The mobile device will retain the previous number entered for this feature this number can be deleted or changed at any time.

REMOTE OFFICE

User Case:

Molly will be travelling interstate to follow up with clients. Molly always gives her clients her TIPT desk phone number. While Molly is interstate, she enables Remote Office so all calls to her business phone number will be received on her mobiles native dialler. When Molly initiates a call from the TIPT UC-One, her business phone number will be displayed to the caller. Molly likes to use the Remote office feature since she only has to give her clients her business phone number and still not miss a call when away from the office.

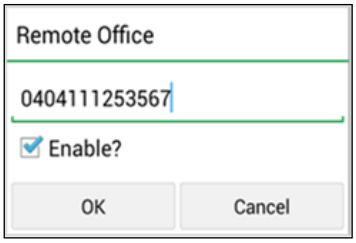
REMOTE OFFICE AND UC-ONE

The recomneded settings are to have Remote Office turned off. If Remote Office is enabled calls to your desk phone will not arrive through the UC-One client, the calls will only ring on the device Remote Office has been configured with, i.e. your mobile number or other listed number.

The call will not arrive on the desktop client at all in this scenario.

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Remote Office**



4. Enter the number you wish to use as your remote office phone.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
5. Tap **Enable**
6. Tap **OK**
7. Tap the **Back** button

To Disable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Remote Office**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK**
6. Tap the **Back** button

Note 1: The mobile device will retain the previous number entered for this feature, this number can be deleted or changed at any time.

Note 2: For an incoming call, if the Simultaneous Ring and Remote Office features are enabled concurrently, each of the assigned Simultaneous Ring phone numbers will ring at the same time as the Remote Office location.

Note 3: For an incoming call, if the Always Forward feature is enabled, the assigned number for Always forward will ring and not the Remote Office location.

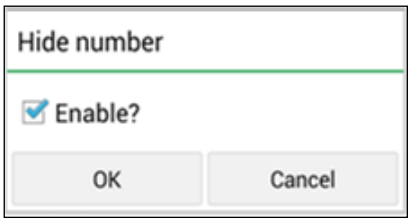
HIDE NUMBER

By default, your number is displayed to the called party. When the Hide Number feature is enabled your number is hidden from the display of the called party. When enabled, Hide Number only works for calls to contacts external to your business.

Calls to colleagues at your business site will still see your number displayed.

To Enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Hide Number**



4. Tap **Enable**
5. Tap **OK**
6. Tap the **Back** button

To Disable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Hide Number**
4. Tap **Enable**, so that the tick no longer appears
5. Tap **OK**
6. Tap the **Back** button

TIPT ANYWHERE

User Case:

You are on a call on your TIPT desk phone, the call is going longer then you expected and you need to leave the office and continue the call on your mobile. You can *Pull* the call to your preconfigured mobile phone to continue the call without interruption. If the reverse is the case and you are on a call on your mobile and want to continue the call on your desk phone, dial *11 on your TIPT desk phone to *Pull* the call to the desk phone.

TIPT ANYWHERE

The recommended settings are to have TIPT Anywhere turned off. This is to prevent confusion when an incoming call is received.

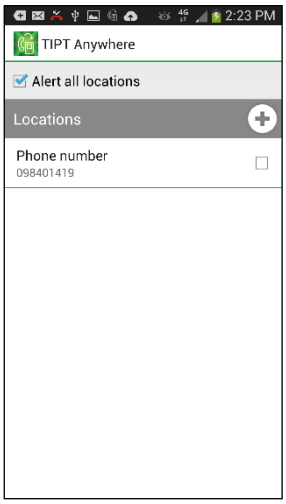
When TIPT Anywhere is disabled calls will arrive on the UC-One client.

In the scenario if the mobile device your TIPT UC-One client is installed on is the same as the number specified in the TIPT Anywhere settings, the call will arrive through the UC-One client. It will also arrive on your mobile device native dialler.

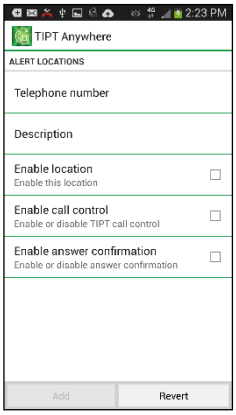
Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To enable:

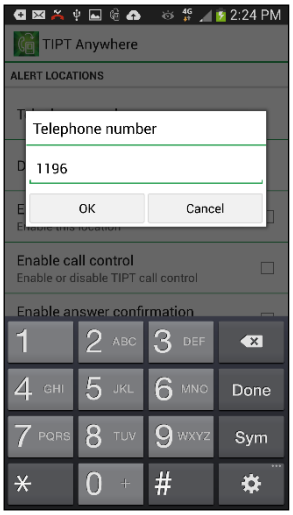
1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **TIPT Anywhere**



4. Tap the **plus** icon to add a location



5. Tap **Telephone number** to add a number
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.



6. Tap **OK**
7. Tap ***Description*** to add a description if required, then tap **OK**
8. Tap on any of the following features to **Enable**

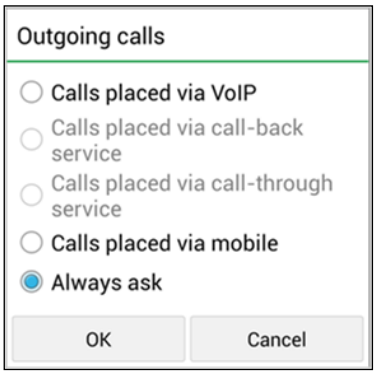
FEATURE	DESCRIPTION
Enable location	When enabled allows the location/mobile to function as an extension of your TIPT UC-One device.
Enable call control	When enabled determines that call control options are to be performed by the TIPT Aywhere location device rather then your TIPT desk phone settings.
Enable answer confirmation	When enabled, upon answering a call you will be prompted to press a key to confirm that the call has been answered by you and not voicemail.

9. Tap the **Back** button

Note: You can configure multiple locations if required.

OUTGOING CALLS

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Outgoing calls**



4. Select from the following options:

OPTIONS	DESCRIPTION
Calls placed via VoIP	Make calls using the TIPT UC-One client.
Calls placed via call-back service	This feature is currently unavailable.
Calls placed via call-through service	This feature is currently unavailable.
Calls placed via mobile	Make calls using mobiles native dialler.
Always ask	You will be prompted to select the call type before each call.

5. Tap **OK**

SIMULTANEOUS RING PERSONAL

The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.

> **Note:** If the remote phone has voicemail enabled and picks up the call before your business phone voicemail answers, your voicemail messages will be located on your remote phone voicemail.

User Case:

Anthony is not always at his desk to answer calls on his business phone. Anthony's department prefers all calls to be answered promptly and not forwarded to message bank. Anthony enables the *Simultaneous Ring* feature and assigns his mobile phone as one of the other numbers. This way, Anthony is able to answer an incoming call on either phone.

SIMULTANEOUS RING PERSONAL AND UC-ONE

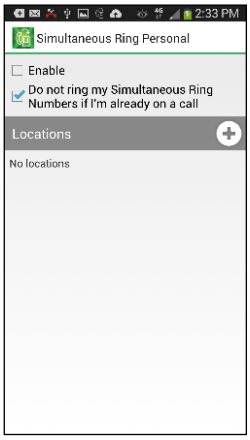
The recommended settings are to have Simultaneous Ring Personal turned off. This is to prevent confusion when an incoming call is received.

When Simultaneous Ring Personal is disabled calls will arrive on the UC-One client.

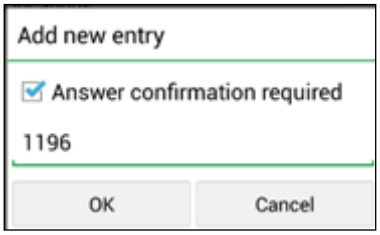
In the scenario where the mobile device your TIPT UC-One client is installed on is the same as the number specified in the Simultaneous Ring Personal settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To enable:

1. Tap the **Options** button on your mobile device
2. Tap **Call Settings**
3. Tap **Simultaneous Ring Personal**



4. Tap the **plus** icon to add a new location



5. Enter the number of the additional phone
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
6. Tap **Answer confirmation required** if applicable
7. Tap **OK**
8. Tap **Enable**
9. Tap Do **not ring my Simultaneous Ring Numbers if I'm already on a call**, if applicable

Note: This will only work for calls answered on the primary phone.

10. Tap the **back** button

Note: The Call forward always feature, when enabled, will take precedence over the Simultaneous Ring feature. Call forward no answer, Call forward busy and Call forward when unreachable will allow Simultaneous Ring feature to operate.

Simultaneous Ringing is invoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office location.

CHAPTER 32
ANDROID - FAQ'S AND KNOWN LIMITATIONS

ACCESSING HELP

To access the Help using your Android device:

1. Tap **Options**
2. Tap **Help**
   This will direct you to ***telstra.com/tiptresources***

For "How-to" support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, ***telstra.com/tiptresources***, contact the Telstra IP Telephony Helpdesk - **1800 287 289** (option 2) 24 hours per day

LIMITATIONS

CONFERENCE DISPLAY INFORMATION - ANDROID

When a partipant of a three way Video/Voice (SIP-VoIP) call drops out, the host of the conference is not updated. This is the case for all devices and is a planned feature for future release.

FAQ

Different companies using TIPT UC-One can Chat between each other providing each of the contacts has their UserID in the IM addess field.

FEATURE SUMMARY

FEATURE	ANDROID
Automatic Sign on	Y
Access to the Enterprise Contact Directory	Y
Access to Outlook Contacts and Calendar	N
Add, Edit and Remove Personal contacts	N (Add, Edit and Remove from native Application)
Add, Edit and Remove Contact groups	N

FEATURE	ANDROID
	(Add, Edit and Remove from native Application)
Add, Edit and Remove Conference groups	N
Add a Contact from an Enterprise search	Y
Make and Receive Voice and Video calls	Y
Search on Contacts	Y
Set a Contact as a favourite	N
Click to Dial from the Contact Directory	Y
Click to Dial from the Call Log	Y
Call Settings	Call Forward Always Call Forward No Answer Call Forward Busy Call Forward Unreachable Do Not Disturb Remote Office Hide Number TIPT Anywhere Outgoing Calls Sim Ring Personal Own Phone Number
Active Call Features	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Add Video Add Call

Further support:
TIPT Online Resource Centre: ***telstra.com/tiptresources***
TIPT How to Help Desk: 1800 648 116 from 8am to 8pm AEST
TIPT Faults Help Desk: 1800 287 289 24 hours per day

CHAPTER 33
TIPT UC-ONE PC DESKTOP CLIENT OVERVIEW

TIPT UC-One PC Desktop Client TIPT UC-One is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road.

TIPT UC-One can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops.

TIPT UC-One allows the user to search their enterprise directory for contacts that they may not have on their buddy list. After searching, they can easily click to call the user or, optionally, add them to their buddy list.

TIPT UC-One also allows you to indicate your Presence, send Chat Messages and join a Chat Room (My Room). These features are all available on mobile and desktop devices with the use of a public internet connection.

WHY USE TIPT UC-ONE DESKTOP CLIENT?

TIPT UC-One Desktop Client offers:

- Convenience: There are multiple ways to access your TIPT Services
- Accessibility: TIPT UC-One Desktop Client gives you around the clock access to your TIPT services. Instant Messaging and Presence (IMP) are available on mobile devices with a public internet connection.
- Productivity: Save time with unrestricted access to TIPT services

Features include:

- Fast access to contacts and directories.
- View calls that have been missed, received or dialled from any of your TIPT devices.
- Add favourites so that frequently called contacts can be quickly located.
- Precise search function.
- TIPT features can be set from the client.
- Conference numbers, including ID and passwords can be entered for easy and fast access to conferencing.
- Change your Presence (online status) to indicate whether you are **Available**, **Busy**, **Away** or **Offline.** Some Presence statuses will change automatically when in a **Chat Session** or **Meeting**.
- Chat with one person or a group of people.
- Allow contacts to join your ***My Room*** Chat session for group chats.

CONFIGURATION SETTINGS

The TIPT UC-One PC Desktop Client can be configured so that:

- Incoming calls to your TIPT desk phone will also arrive on your UC-One PC Desktop client and you can choose which device you want to answer the call on.
- Both Voice and video calls can be pulled to your Desktop from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One PC Desktop client if signed into TIPT UC-One.
- Please note, Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for each user for TIPT UC-One.
  The TIPT UC-One PC Desktop client uses SCA on the primary number assigned to your TIPT phone.
  The UC-One mobile client and the TIPT UC-One PC Desktop client will require a SCA user each.
- Use the settings recommended in this guide.
- Changing any of the recommended settings may impact expected functionality.

HARDWARE REQUIREMENTS

- Voice Calls require headset/speakers with a microphone.
- Video call require a camera to be attached to your PC.

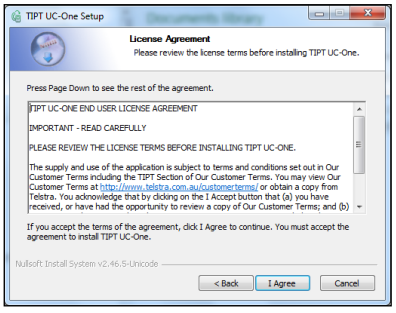
CHAPTER 34
INSTALLING TIPT UC-ONE PC DESKTOP CLIENT

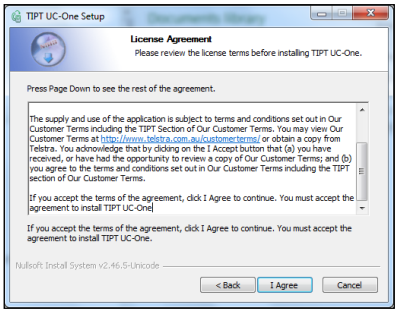
Click on the following link ***TIPT UC-One PC Desktop download*** to download the zip file used for installation. You will need to unzip this file once it has been downloaded, follow the screen prompts to install.

1. The installation will begin, click **Next** to Proceed

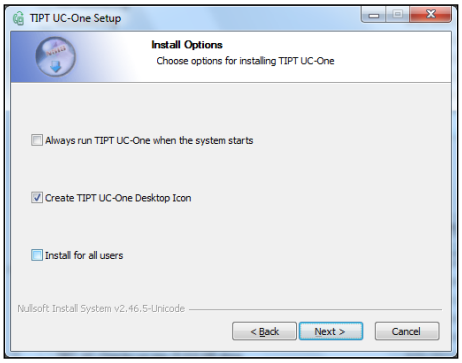
TIPT UC-One Setup
Welcome to the TIPT UC-One Setup
Setup will guide you through the installation of TIPT UC-One.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

2. Please read the agreement. You will be required to click **I Agree** twice to agree to the User Agreement.

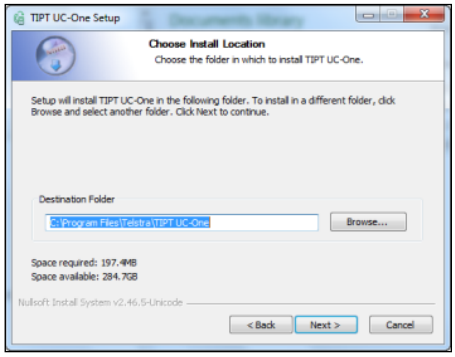

TIPT UC-One Setup
License Agreement
Please review the license terms before installing TIPT UC-One.
Press Page Down to see the rest of the agreement.
TIPT UC-ONE END USER LICENSE AGREEMENT
IMPORTANT - READ CAREFULLY
PLEASE REVIEW THE LICENSE TERMS BEFORE INSTALLING TIPT UC-ONE.
The supply and use of the application is subject to terms and conditions set out in Our Customer Terms including the TIPT Section of Our Customer Terms. You may view Our Customer Terms at http://www.telstra.com.au/customerterms/ or obtain a copy from Telstra. You acknowledge that by clicking on the I Accept button that (a) you have received, or have had the opportunity to review a copy of Our Customer Terms; and (b)
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install TIPT UC-One.
Nullsoft Install System v2.46.5-Unicode
< Back
I Agree
Cancel


TIPT UC-One Setup
License Agreement
Please review the license terms before installing TIPT UC-One.
Press Page Down to see the rest of the agreement.
The supply and use of the application is subject to terms and conditions set out in Our Customer Terms including the TIPT Section of Our Customer Terms. You may view Our Customer Terms at http://www.telstra.com.au/customerterms/ or obtain a copy from Telstra. You acknowledge that by clicking on the I Accept button that (a) you have received, or have had the opportunity to review a copy of Our Customer Terms; and (b) you agree to the terms and conditions set out in Our Customer Terms including the TIPT section of Our Customer Terms.
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install TIPT UC-One
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install TIPT UC-One.
Nullsoft Install System v2.46.5-Unicode
< Back
I Agree
Cancel

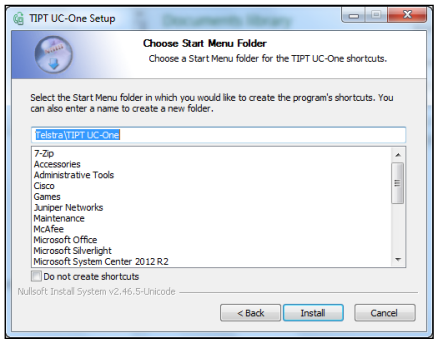
3. The Install Options will automatically select all settings. Deselect if you do not want these options.


TIPT UC-One Setup
Install Options
Choose options for installing TIPT UC-One
Always run TIPT UC-One when the system starts
Create TIPT UC-One Desktop Icon
Install for all users
Nullsoft Install System v2.46.5-Unicode
< Back
Next >
Cancel

4. Click **Next** to install the client in the default location

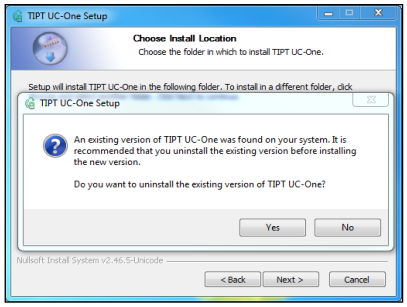

TIPT UC-One Setup
Choose Install Location
Choose the folder in which to install TIPT UC-One.
Setup will install TIPT UC-One in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.
Destination Folder
C:\Program Files\Telstra\TIPT UC-One
Browse...
Space required: 197.4MB
Space available: 284.7GB
Nullsoft Install System v2.46.5-Unicode
< Back
Next >
Cancel

5. Click **Install** to commence the installation

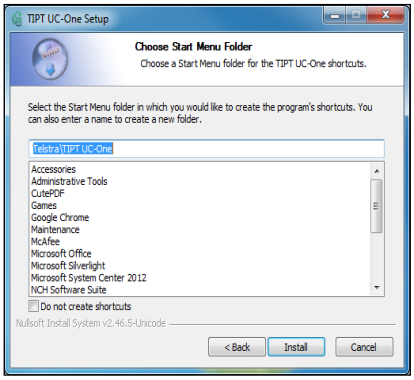


If this is a first time install of UC-One go to Step Nine. If this is an Upgrade Continue with Step 7.

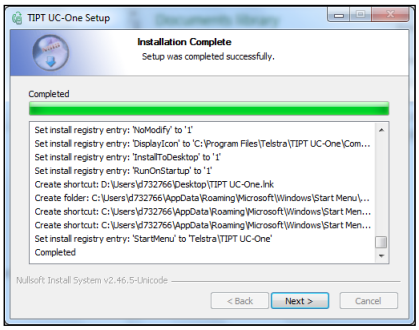
6. A message will appear asking to replace existing version. Click on **Yes**


TIPT UC-One Setup
Choose Install Location
Choose the folder in which to install TIPT UC-One.
Setup will install TIPT UC-One in the following folder. To install in a different folder, click
TIPT UC-One Setup
An existing version of TIPT UC-One was found on your system. It is recommended that you uninstall the existing version before installing the new version.
Do you want to uninstall the existing version of TIPT UC-One?
Yes
No
Nullsoft Install System v2.46.5-Unicode
< Back
Next >
Cancel

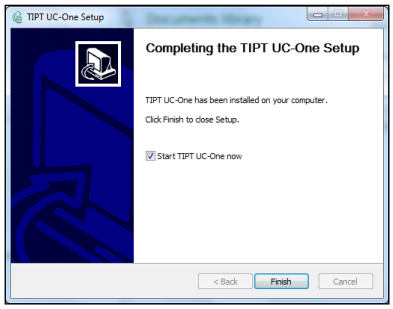
7. Choose the **Start Up** Menu Location. Click on **Install**.



8. Once completed click **Next**


TIPT UC-One Setup
Installation Complete
Setup was completed successfully.
Completed
Set install registry entry: 'NoModify' to '1'
Set install registry entry: 'DisplayIcon' to 'C:\Program Files\Telstra\TIPT UC-One\Com...
Set install registry entry: 'InstallToDesktop' to '1'
Set install registry entry: 'RunOnStartup' to '1'
Create shortcut: D:\Users\d732766\Desktop\TIPT UC-One.lnk
Create folder: C:\Users\d732766\AppData\Roaming\Microsoft\Windows\Start Menu\...
Create shortcut: C:\Users\d732766\AppData\Roaming\Microsoft\Windows\Start Men...
Create shortcut: C:\Users\d732766\AppData\Roaming\Microsoft\Windows\Start Men...
Set install registry entry: 'StartMenu' to 'Telstra\TIPT UC-One'
Completed
Nullsoft Install System v2.46.5-Unicode
< Back
Next >
Cancel

9. Click **Finish**

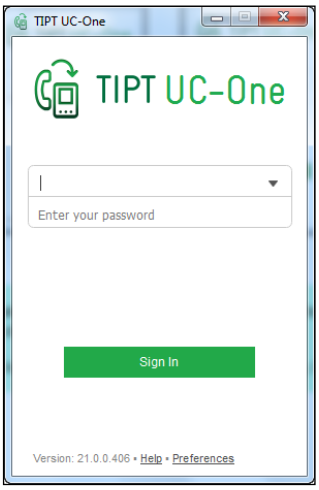


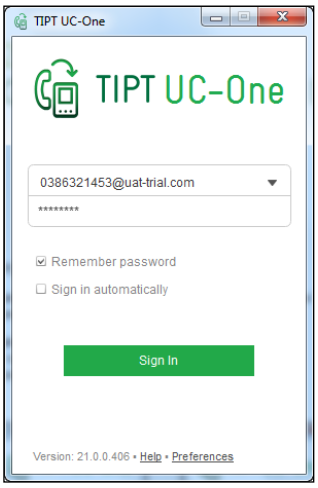
CHAPTER 35
ACCESSING TIPT UC-ONE PC DESKTOP CLIENT

SIGN IN

To log in to TIPT UC-One PC Desktop Client

1. Click on the Start icon and choose TIPT UC-One from the menu (or the TIPT UC-One desktop icon if you chose to create one) to open the UC-One on your desktop.
2. Enter your **Username** and **Password**
   Your Username is your current TIPT toolbar username e.g.
   03XXXXXXXX@<yourcompanyname>.com
3. Click **Sign In**





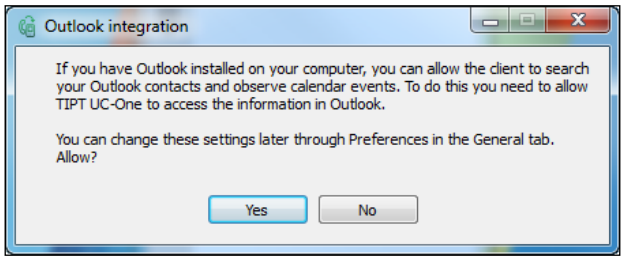
Tip: For ease of use, select the options to remember password and to Sign in automatically. These settings can be changed at any time.

Refer to TIPT UC-One Icon Preferences and Settings - Preferences, General Tab.

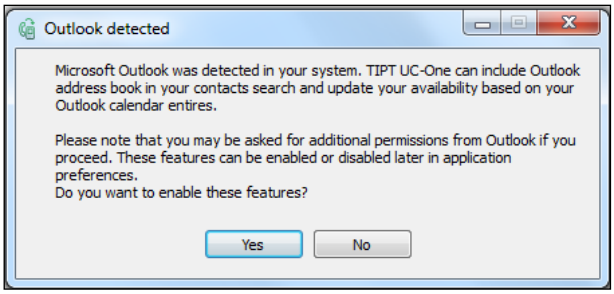
FIRST TIME SIGN IN

The first time you sign in on a desktop you will be prompted to integrate TIPT UC-One with Outlook. This will enable searching of contacts in your Outlook Contacts.

1. Click **Yes** to enable Outlook Integration


Outlook integration
If you have Outlook installed on your computer, you can allow the client to search your Outlook contacts and observe calendar events. To do this you need to allow TIPT UC-One to access the information in Outlook.
You can change these settings later through Preferences in the General tab.
Allow?
Yes
No

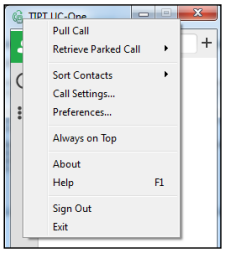
2. Click **Yes** to enable integration features


Outlook detected
Microsoft Outlook was detected in your system. TIPT UC-One can include Outlook address book in your contacts search and update your availability based on your Outlook calendar entires.
Please note that you may be asked for additional permissions from Outlook if you proceed. These features can be enabled or disabled later in application preferences.
Do you want to enable these features?
Yes
No

SIGN OUT

To sign out of TIPT UC-One

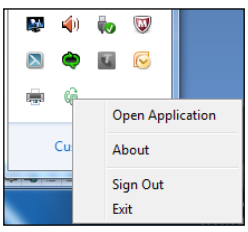
1. Click **TIPT UC-One icon**



2. Select **Sign Out**. TIPT UC-One will continue to run.
   If you select **Exit,** TIPT UC-One will sign you out and close the client.

Or

1. Right click the TIPT UC-One icon in your system tray
2. Select **Sign Out**. TIPT UC-One will continue to run.



If you select **Exit,** TIPT UC-One will sign you out and close the client.

CHAPTER 36
RECOMENDED CONFIGURATION

CONFIGURATION SETTINGS

- When using the TIPT UC-One PC Desktop client, incoming calls to your TIPT desk phone will also arrive on your PC Desktop client and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your PC Desktop client from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One client if signed into TIPT UC-One.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for TIPT UC-One. The UC-One client uses SCA on the primary number assigned to your TIPT phone. The mobile UC-One client and the PC UC-One client will require a SCA user each.
- Changing any of the recommended settings may impact expected functionality.

SETTING	TIPT UC-ONE CLIENT	REASON FOR RECOMMENDED SETTING
Call Forwarding No Answer	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail).
Call Forwarding Always	Off	Every call to your TIPT desk phone will be forwarded to the number configured. If turned on incoming calls will not ring on the UC-One mobile client but will ring on the device that has been configured, i.e. your mobile number.
Do Not Disturb	Off	If you turn Do Not Disturb on, calls will not arrive on your UC-One client but will go straight to Voicemail on your TIPT desk phone.
Remote Office	Off	If you turn Remote Office On calls made to your TIPT desk phone will arrive at the configured number, not your UC-One client.
TIPT Anywhere	Feature can be On, Enabled location - Off	If you turn TIPT Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the UC-One client will ring at the same time.

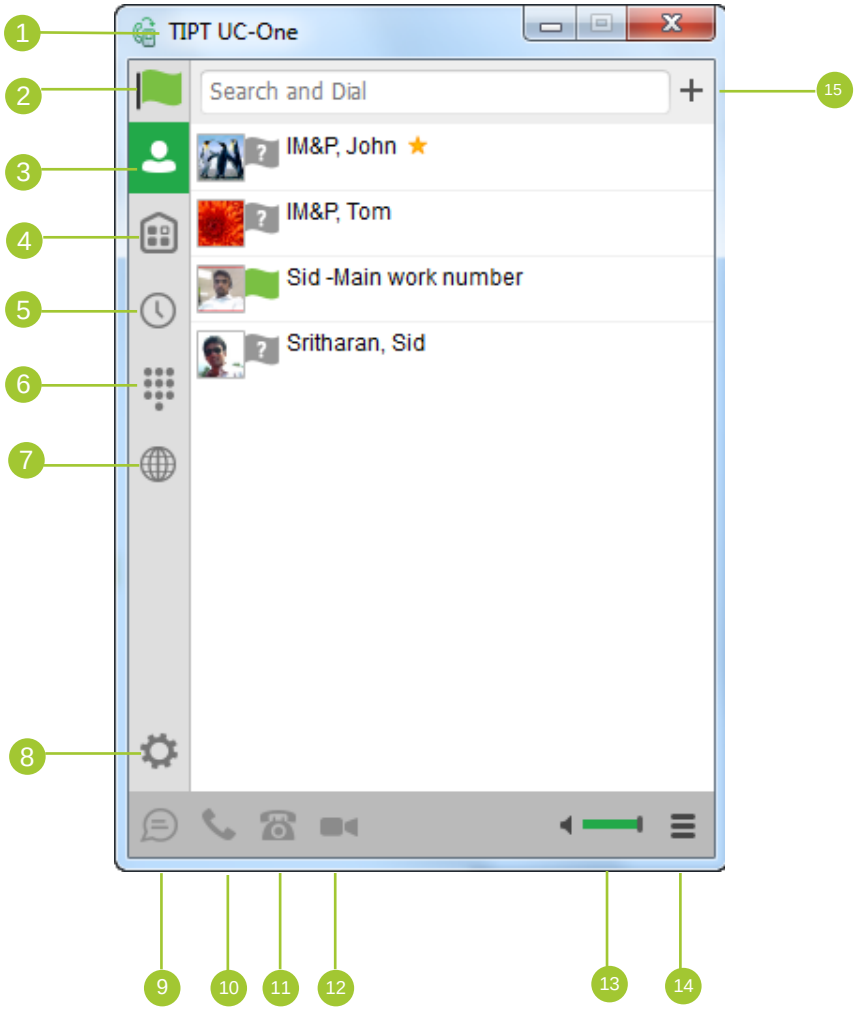
Simultaneous Ring Personal	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the UC-One client will ring at the same time when a call arrives through the UC-One client when turned On.

The following User settings are recommended for initial setup in CommPilot and/or the Telstra Telephony Toolbar

SETTING	TELSTRA TELEPHONY TOOLBAR / COMMPILOT	REASON FOR SETTING
Connected Line Identification Restriction	**On ***	
External Calling Line ID Delivery	**On ***	
Internal Calling Line ID Delivery	**On ***	
Call Waiting	**Off**	If turned On, when a second call arrives the UC-One call will immediately be placed on hold and the second call will be answered. The user is not given an option to “hold the first call and answer the second incoming call, or end the first call to answer the second incoming call”.

*** Note :** If you don’t want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

CHAPTER 37
TIPT UC-ONE PC DESKTOP HOME SCREEN INTRODUCTION



1	TIPT UC-One Settings	9	Chat (IM)
2	Presence	10	Call
3	Contacts	11	Call from Phone
4	My Room	12	Video Call
5	Communication History	13	Volume
6	DialPad	14	Options
7	Directory	15	Add
8	Call Settings		

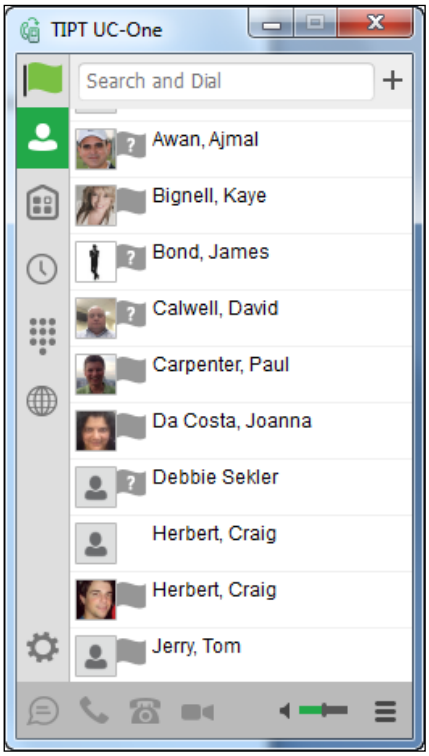
CHAPTER 38
PC DESKTOP - CONTACTS AND COMMUNICATION HISTORY

TIPT UC-One allows the user to search Contacts, for personal contacts and will include your Telephony Directory (Enterprise Directory) as well. After searching, they can easily click to call the user or, optionally, add them to their buddy list.

ICON	DETAILS
Contacts	Contacts displays a list of your contacts. As you use TIPT UC-One, you will modify contacts to suit your needs. These can be a combination of contacts from your Telephony Directory (Enterprise Directory), Outlook or contacts you have added using Add Contacts. Contacts is useful for: • Searching all contacts, including your Telephony Directory (Enterprise Directory) and Outlook contacts if you have it configured. • Listing your own contacts added from your Telephony Directory (Enterprise Directory), Outlook, or by using Add Contacts and entering the contacts details.
Communication History	Communication History lists your missed, received and placed calls made from any of your TIPT UC-One devices. The time and details of the call are also displayed.

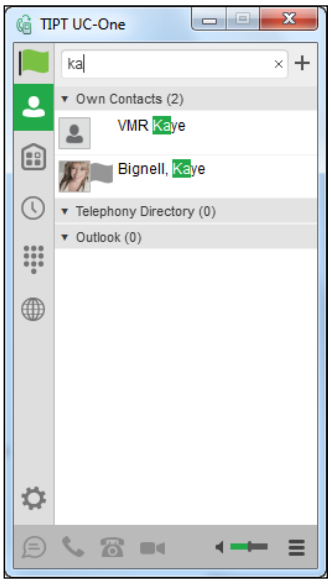
CONTACTS

Contacts display a list of all your contacts. Contacts that can be displayed are Enterprise, Personal and Outlook contacts.



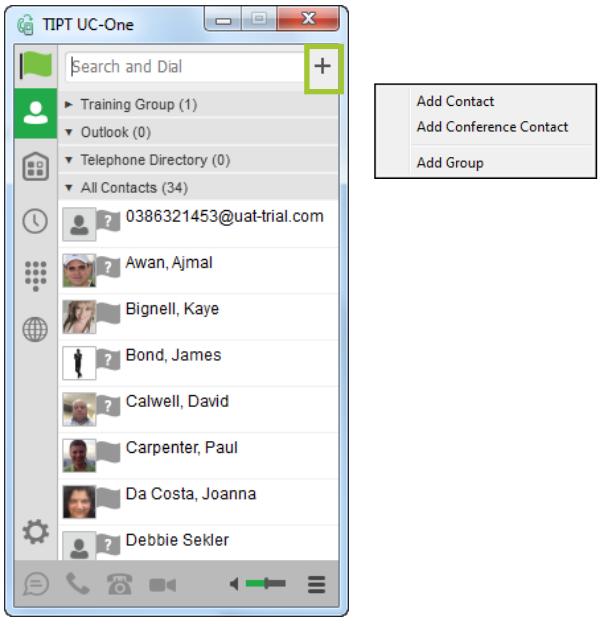
SEARCH CONTACTS

- Click **Contacts**
- Click in the **Search and Dial** field
- Type in the name of your contact.
  The search will begin as soon as you start entering the name. The search results will list Own Contacts and Groups, Telephony Directory (Enterprise Directory) and Outlook (if configured). The search results will be grouped according to the source the results are located in. If you have created Contact Groups, these will also be listed.



ADD OPTION

To add a Contact, Conference Contact or Group, use the plus icon to the right of the **Search and Dial** field on the TIPT UC-One screen.
Some of these options are also available in other sections of TIPT UC-One.

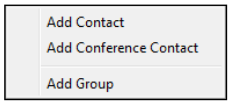


ADD A CONTACT

When you add a new contact, they will display on your home screen.

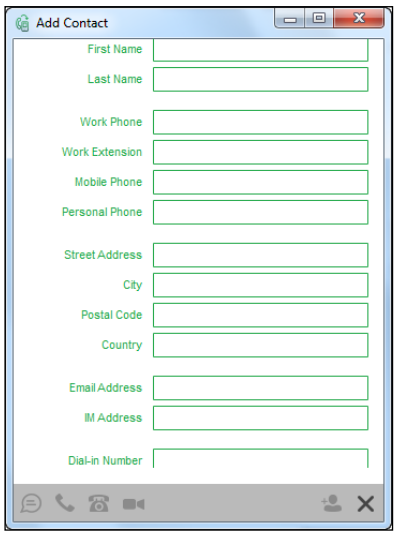
To add a new contact:

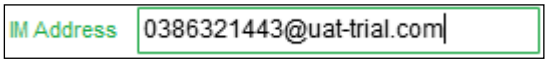
1. Ensure **Contacts** is selected, click **Add**
   This is located to the right of the **Search and Dial** field of the TIPT UC-One home screen.



2. Select **Add Contact**

3. Complete the **Add Contact** form. If this is an internal contact ensure that the **IM Address** is populated. If this is not populated you will be unable to Chat with your contacts.



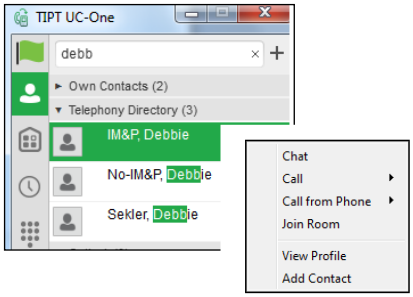


4. Click ***Add to Contact List*** to save.

FIELD	DETAILS
Display Name	Enter the full name of the contact as you would like it to display on your screen.
First Name	Enter the First Name of the contact in this field
Last Name	Enter the Last Name of the contact in this field
Work Phone	Enter the work number in this field
Work Extension	Enter the work extension in this field
Mobile Phone	Enter the mobile number in this field
Personal Phone	Enter the contact number in this field.
Street Address	Enter the street address in this field.
City	Enter the city in this field.
Postal Code	Enter the postal code in this field.
Country	Enter the country in this field.
Email Address	Enter the email address in this field.
IM Address	Enter the IMP address in this field if not already populated. For example 0386321443@uat-trial.com
Dial-in Number	If the contact has a conference or VMR number enter the number here.
Conference ID	Enter the Conference ID associated with the Conference number.
Security PIN	Enter the Security PIN for the conference (if applicable).
Web Address	Enter your contacts web URL.

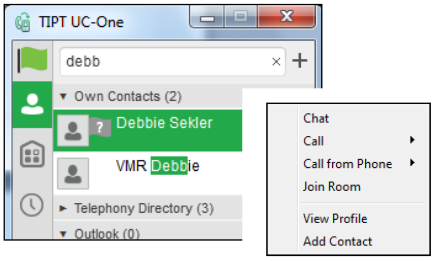
To add a contact to your Own Contacts from your Telephony Directory:

1. **Search** for the contact using the ***search and dial*** field.
2. **Right** click on the contact and select **Add Contact**



To add a contact to your Own Contacts from Outlook:

1. Search for the contact. TIPT UC-One will only search your Outlook contacts if you have **Contacts** selected.
2. **Right** Click on the contact and select **Add Contact.**



Note: When you add a new contact a request to view their presence will automatically be sent. They must accept that request before you will have the ability to see their presence.

SET A CONTACT AS A FAVORITE

To set a contact as a Favorite.

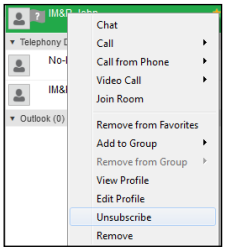
1. **Right** click on the contact in your contact list.
2. Select **Set as Favorite.**

An orange star will appear to the right of the contact name.

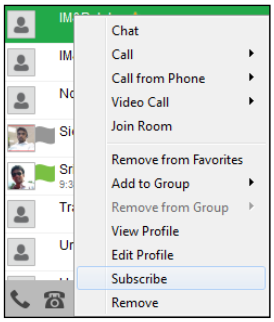
SUBSCRIBE/UNSCRIBE

When you add a new contact to your contact list a request is automatically sent to allow you to view their presence. The contact needs to **accept** that request in order for you to see their presence. However if the contact is offline the presence request will be timed out. In order to view the contact's presence you need to:

1. **Right** click on the contact in your contact list and select **Unsubscribe**



Then



2. **Right** Click on the contact in the contact list and select **Subscribe**.
3. The request will once again be sent to the contact and they need to ***accept*** that request in order for you to see their presence.

REMOVE A CONTACT FROM THE CONTACT LIST

If you remove a contact that you have added as a new contact (using Add – Add Contact) this will delete the contact. If the contact has been added from the Telephony Directory or Outlook, the contact will only be removed from the contacts list, not deleted from the Telephony Directory or Outlook.

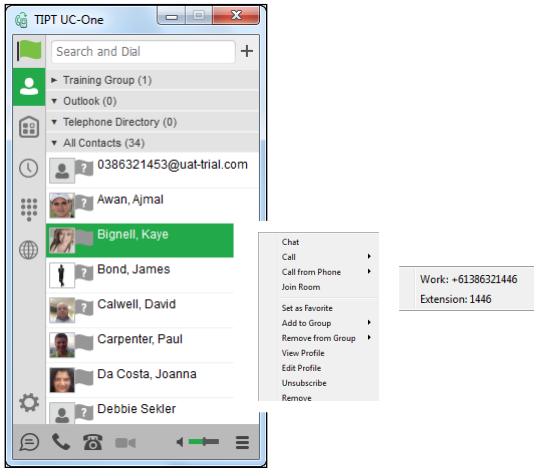
1. **Search** for the contact.
2. **Right** click on the contact and select **Remove.**
3. Confirm that the contact is to be removed by clicking **Yes** in the alert that displays.

PLACE A CALL FROM YOUR CONTACT LIST

1. **Select** the contact by clicking on the name, once selected the name will highlight green
2. **Click** the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. **Right** click on the contact.
2. **Select** the type of call you want to make – **Call or Call from Phone.** If there are multiple numbers associated with the contact you will be able to select which number to call.



Note: Video will only display as an option if you have a camera attached to your PC.

DELETE A CONTACT

1. Right click on the Contact
2. Select **View Profile**
3. Click **Delete Contact**
4. Click **Yes**

Or

1. **Right** click on the contact
2. Select **Remove**
3. Select **Yes**

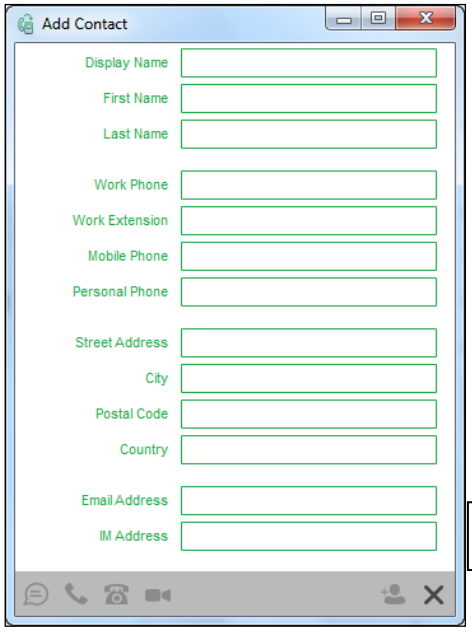
ADD A CONFERENCE CONTACT

If there are conference numbers that you dial regularly, add the conference details to make dialling easy. When you select to call a conference or a contact on a conference number, the conference ID and PIN will also be entered by TIPT UC-One. The benefit of this feature is the reduced possibility of entering a lengthy conference ID incorrectly.

Conference details can be added as a new conference contact or as part of existing or new contacts details.

To add a new conference:

1. Click **Add**
2. Select **Add Conference Contact**
3. Complete the conference details of the Add Conference Contact form.
4. Ensure that you complete the **IM Address** for internal contacts.



5. Click **Add to Contact List**.

FIELD	DETAILS
Dia-In Number	If the contact has a conference number enter the number you dial.
Conference ID	Enter the Conference ID associated with the Conference number.
Security PIN	Enter the Security PIN for the conference (if applicable).

CALL A CONFERENCE CONTACT

1. **Double** click on the conference contact.
2. Select **Call, Call from Phone** or **Video Call**.

Or

1. Select the conference contact
2. Click on the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. **Right** click on the conference contact
2. Select the type of call you want to make – **Call, Call from Phone or Video Call**. If there are multiple numbers associated with the contact you will be able to select which number to call.

Note: When the call connects there will be a delay before the Conference ID starts to enter automatically.

ADD A GROUP

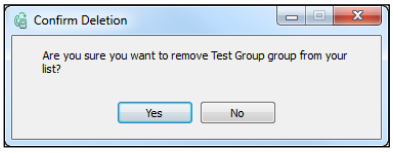
Setting up Groups helps you sort your contacts so you are able to quickly locate contacts.

To add a Group:

1. Click on **Add**
2. Click on **Add Group**
3. Enter the **Group** name. The Group will now display on your contacts list.

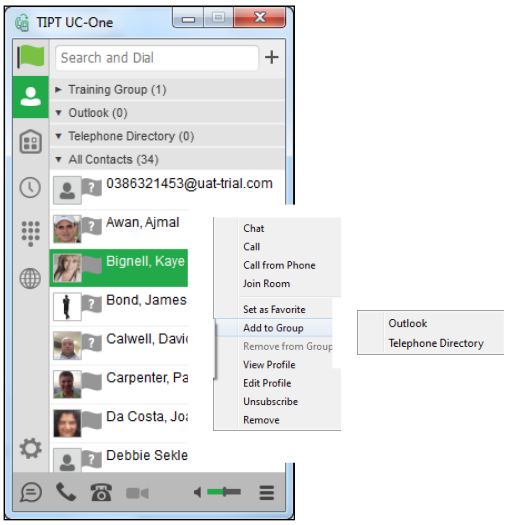
To delete a Group:

1. **Right** click on the **Group** name in the contacts list
2. Click on **Remove** and the named Group
3. Click on **Yes** to delete the named Group



To add a contact to a Group

1. Locate the contact
2. **Right** click on the contact and select **Add to Group**, then select the Group.



To remove a contact from a Group:

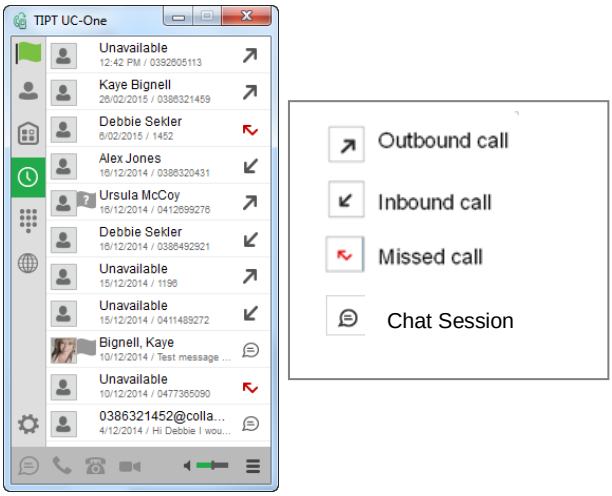
1. Locate the contact

2. **Right** click on the contact and select **Remove from Group,** then select the Group they are to be removed from.

COMMUNICATION HISTORY

Communication History lists your missed, received and placed calls as well as chat sessions made from any of your TIPT UC-One devices. The details of the call and chat are also displayed. To view your Communication History:

1. Click **Communication History**



When you have an unseen missed call your Communication History icon will display a notification to alert you of the missed call. When you click on Communication History to view the missed call, the notifications will no longer display.

PLACE A CALL FROM COMMUNICATION HISTORY

1. **Double** click on an entry to make a call.

> **Note:** Contacts can only be added from your Communication History if you call the contact and select to add as a contact while you are on the call.

CHAPTER 39
USING TIPT UC-ONE PC DESKTOP PRESENCE, CHAT (IM) MY ROOM AND DESKTOP SHARING

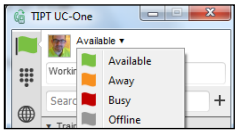
TIPT UC-One allows the user to change their Presence (on-line status) to indicate whether they are **Available**, **Away**, **Busy**, **Offline** or in a **Chat Session** or **Meeting**. Instant Messaging allows you to have a chat with one individual (one to one) or multiple individuals in a Chat Room. Desktop share allows you to share your desktop with multiple people.

ICON	DETAILS
	Presence allows you to indicate whether you are – **Available**, **Away**, **Busy**, **Offline** or in a **Chat Session**, **Meeting** or on a **Call**.
	Chat or Instant Messaging (IM) allows you to chat with one or multiple people
	My Room gives you the ability to drag and drop contacts into My Room for a group chat.
	Allows you to share your desktop with members of your **My Room** chat session

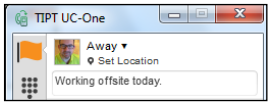
PRESENCE

Presence Information allows you to change your status to indicate whether you are – Available, Away, Busy, Offline.

To change your Presence:

1. Click on the **Presence** Icon
2. Click on the drop down to the right of your current Presence 

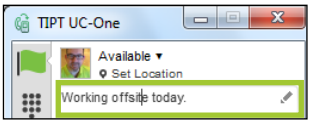
3. Select from **Available**, **Away**, **Busy** or **Offline.** Other statuses will be shown automatically when you are involved in a Chat session, on the phone or in a meeting.
4. Select the Presence you wish to use and your selection will automatically be reflected.



CUSTOMISING MY PRESENCE INFORMATION

PERSONALISE THE MESSAGE ASSOCIATED WITH YOUR PRESENCE:

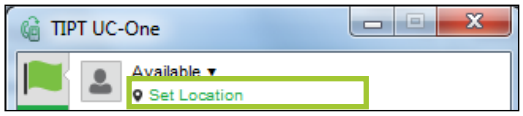
1. Click on the ***Presence*** Icon

2. Click into the text box below ***'Set Location'*** and type your message. 

Or

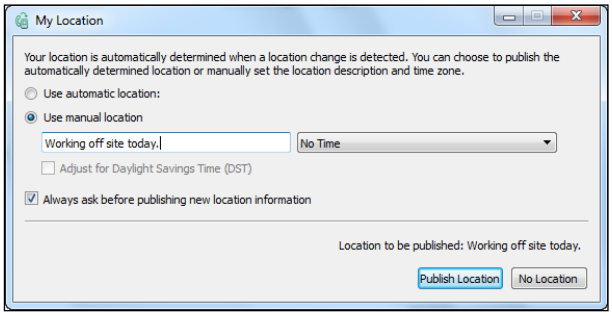
SET LOCATION

Also allows you to customise your location.

1. Click on **Set Location**. 

2. Select **Use Manual Location**

3. In the **Set Location** field type the customised presence.


My Location
Your location is automatically determined when a location change is detected. You can choose to publish the automatically determined location or manually set the location description and time zone.
Use automatic location:
Use manual location
Working off site today.
No Time
Adjust for Daylight Savings Time (DST)
Always ask before publishing new location information
Location to be published: Working off site today.
Publish Location
No Location

4. Click on **Publish Location**.

Note: Selecting 'use automatic location' is currently not supported.

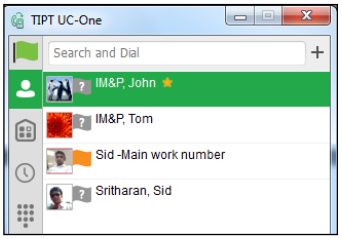
START A CHAT SESSION

1. ***Double*** click on the IMP contact name in the Contact List. The chat window will automatically open.

2. **Type** your message and press **Enter**.

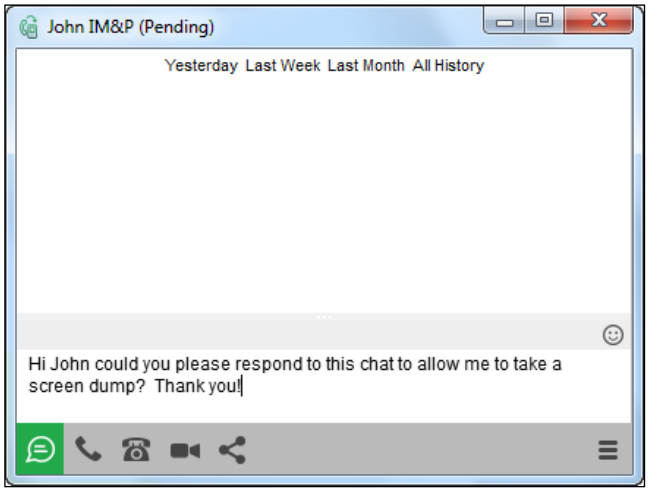
Or

3. From your **Contacts** select the person or people you wish to chat with

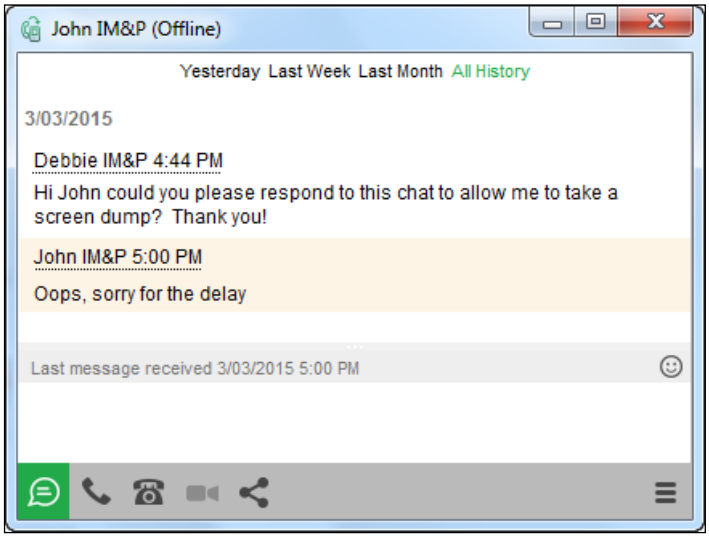


4. Click on **Chat**

5. Type your message in the lower part of the Chat window.


John IM&P (Pending)
Yesterday Last Week Last Month All History
Hi John could you please respond to this chat to allow me to take a screen dump? Thank you!

6. Tap the ***Enter*** key (on keyboard) and your message will be sent.


John IM&P (Offline)
Yesterday Last Week Last Month All History
3/03/2015
Debbie IM&P 4:44 PM
Hi John could you please respond to this chat to allow me to take a screen dump? Thank you!
John IM&P 5:00 PM
Oops, sorry for the delay
Last message received 3/03/2015 5:00 PM

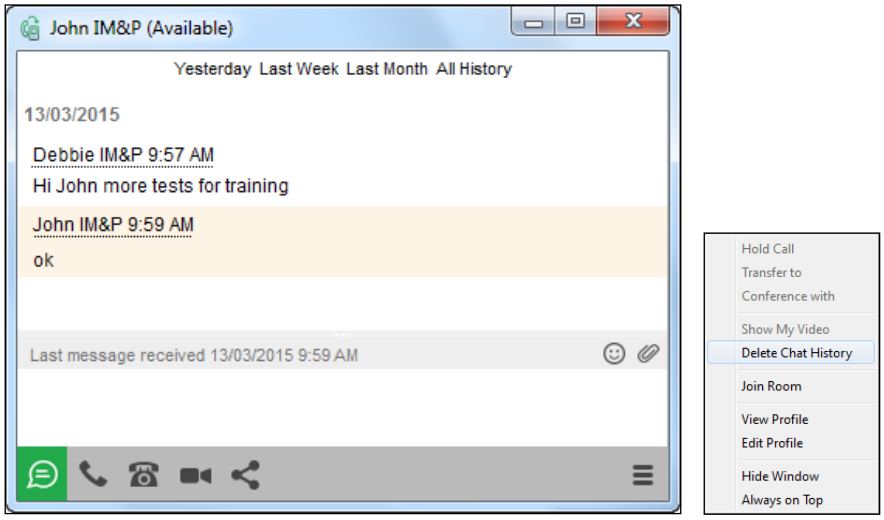
The recipient of the chat can respond instantly by typing the reply in the lower window and ***Enter***.

A Chat can easily be escalated to a voice or video call and a desktop share, by selecting the relevant icon at the bottom of the chat window.

DELETING CHAT HISTORY

To delete your chat history.

1. In the Chat window select Options
2. Select Delete **Chat History**.

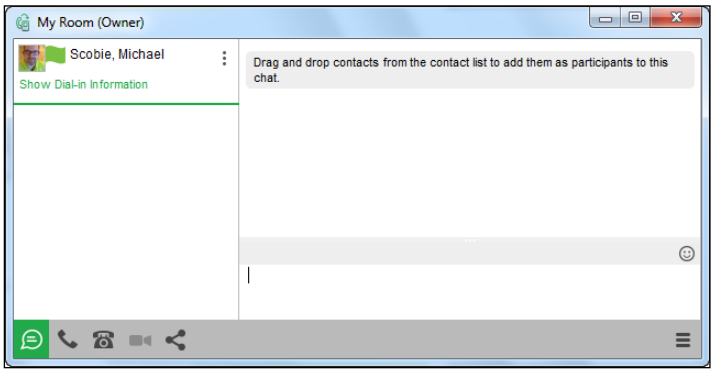


MY ROOM

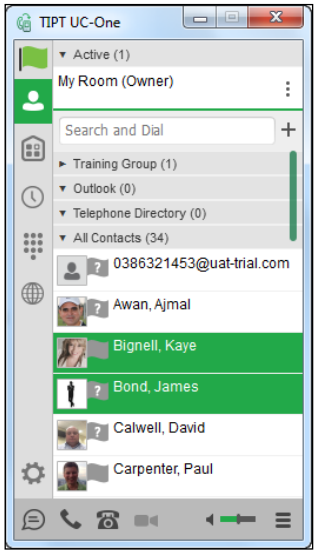
My room gives you the ability to chat with multiple people and to meet using the TIPT VMR conference number. You can drag and drop contacts into the Chat Room to join the group Chat session.

To start a group chat session:

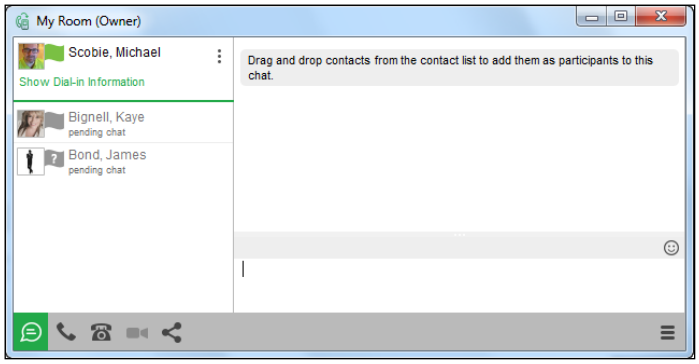
1. Click on ***My Room***


My Room (Owner)
Scobie, Michael
Show Dial-in Information
Drag and drop contacts from the contact list to add them as participants to this chat.

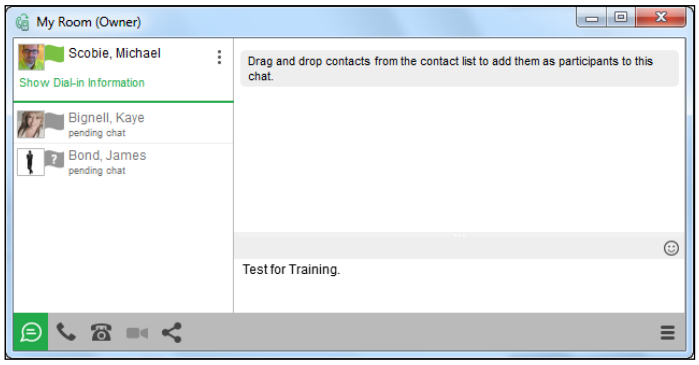
2. From the ***Contacts*** select the people you wish to involve in the Chat session. Use the ***Shift*** or ***Control*** key to select multiple people.



3. Drag and drop the selected contacts to the left of the ***My Room*** dialog box.


My Room (Owner)
Scobie, Michael
Show Dial-in Information
Bignell, Kaye
pending chat
Bond, James
pending chat
Drag and drop contacts from the contact list to add them as participants to this chat.

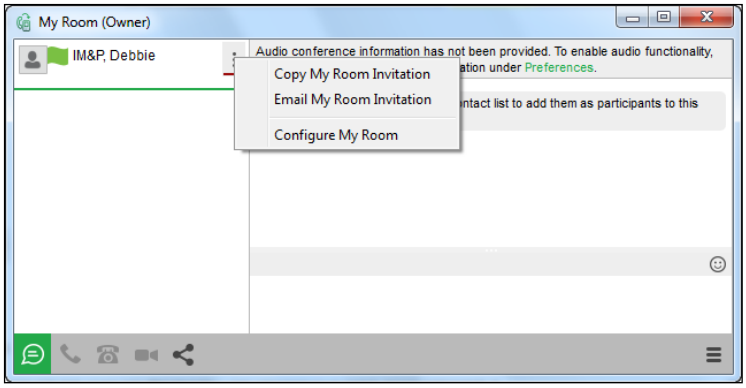
4. Start typing your message and tap the ***Enter*** key (on the keyboard) when you wish to send. All participants in ***My Room*** can view the message(s).



5. Click on the ***Close*** button when you wish to end the chat.

MY ROOM MORE OPTIONS

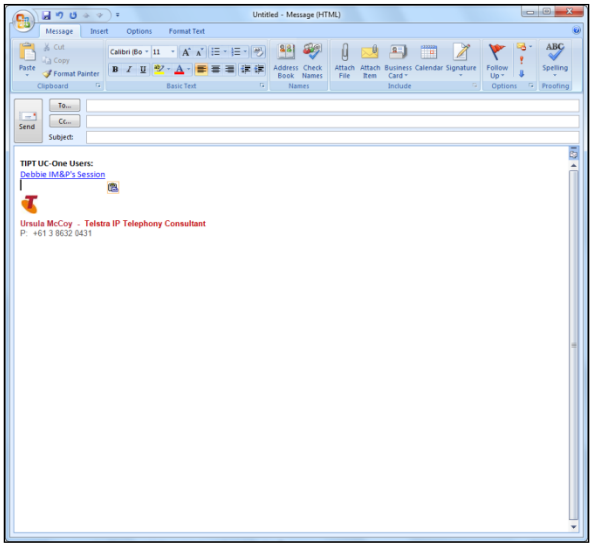
There are additional **My Room** features which are accessed by clicking on the **More** button in **My Room**.


My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality,
ation under Preferences.
Copy My Room Invitation
Email My Room Invitation
Configure My Room
ntact list to add them as participants to this

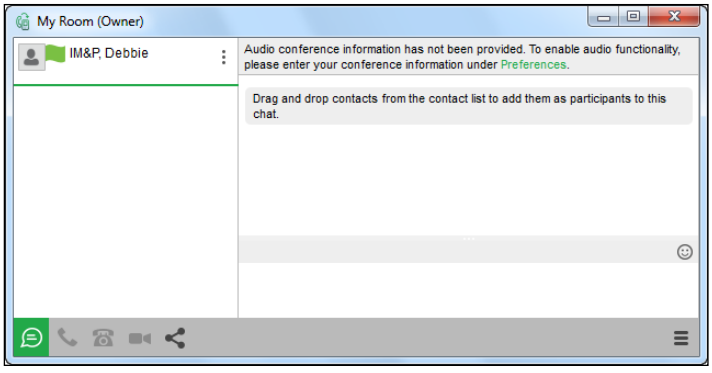
COPY MY ROOM INVITATION

Allows you to copy the link from the **My Room** Chat session to a blank email message.

1. Select **Copy My Room Invitation.**
2. Create a new email message.
3. Select **Paste**. The group chat session link will now appear in the email and you can send the link to other contacts to join the group chat session.



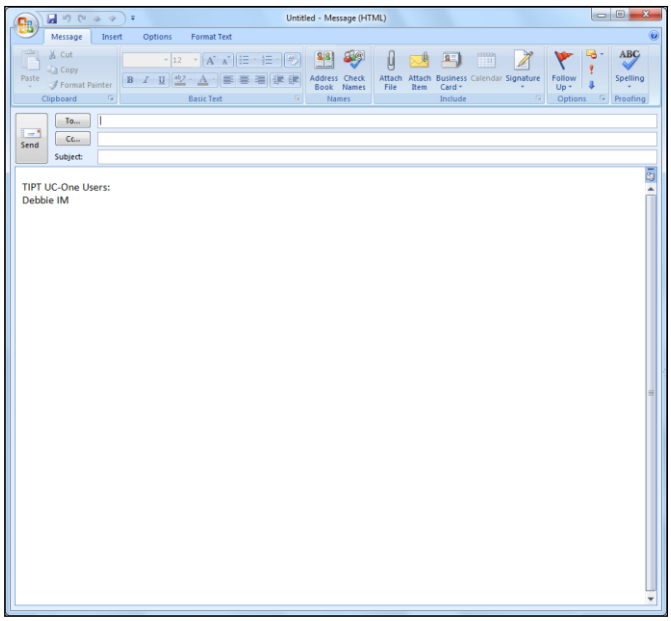
4. Click on the **Blue** link to join the **My Room** session
5. The **My Room** session will automatically open for you to join.


My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
Drag and drop contacts from the contact list to add them as participants to this chat.

EMAIL MY ROOM INVITATION

Allows you to email a link to the group chat session.

1. Select **Email My Room Invitation.**
2. A new message with the group chat session's link will automatically be created.
3. You can add the recipients and send the link.



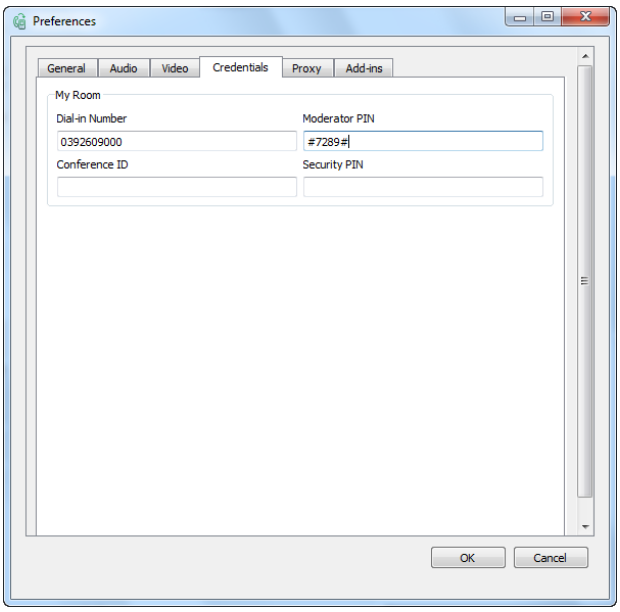
Note: this option is currently not supported.

CONFIGURE MY ROOM

Allows you to add your VMR conference number and Moderator PIN for use in the **My Room** group communications or video conferences.

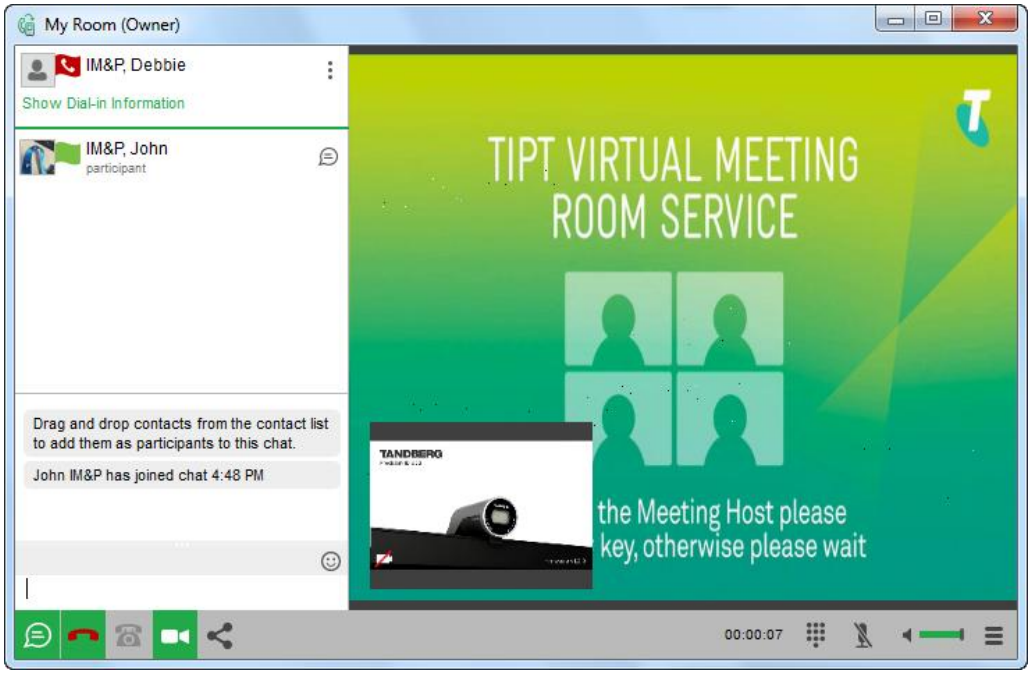
1. In **My Room** select More

2. Select **Configure My Room.**
3. Add the **Dial-In Number** and **Moderator PIN** and click **OK**

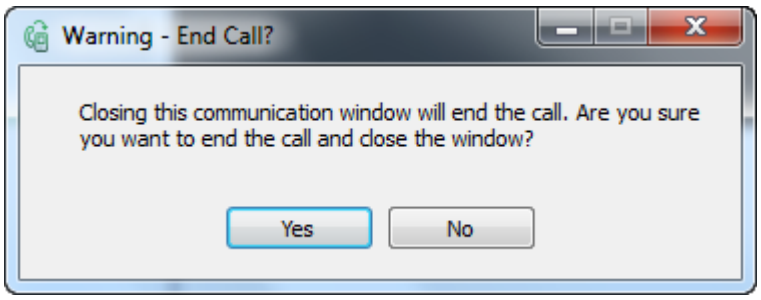


USING THE TIPT VIRTUAL MEETING ROOM SERVICE

8. Click and drag the meeting participants into ***My Room***.
9. Click on ***Video Call***
10. If you are hosting the Meeting type the ***Moderator PIN*** number when requested.
11. You have now joined the meeting.

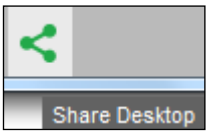

My Room (Owner)
IM&P, Debbie
Show Dial-in Information
IM&P, John
participant
Drag and drop contacts from the contact list to add them as participants to this chat.
John IM&P has joined chat 4:48 PM
TIPT VIRTUAL MEETING ROOM SERVICE
TANDBERG
the Meeting Host please
key, otherwise please wait
00:00:07

12. Click on the ***Close*** button at any stage to end the meeting.
13. Click on ***Yes***

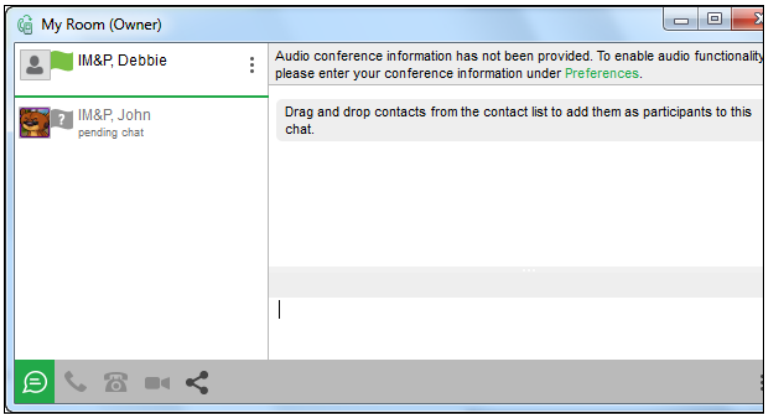

Warning - End Call?
Closing this communication window will end the call. Are you sure you want to end the call and close the window?
Yes
No

DESKTOP SHARING

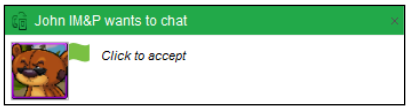
Desktop sharing gives you the ability to share your desktop with one or multiple people. You can share your desktop from within **My Room** whilst you are having a one-on-one chat or a group communication session.

1. In **My Room** Click on the **Share Desktop** button 

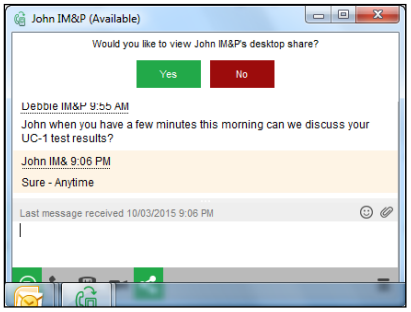
2. Click and drag the contact(s) into **My Room.**


My Room (Owner)
IM&P, Debbie
IM&P, John
pending chat
Audio conference information has not been provided. To enable audio functionality please enter your conference information under Preferences.
Drag and drop contacts from the contact list to add them as participants to this chat.

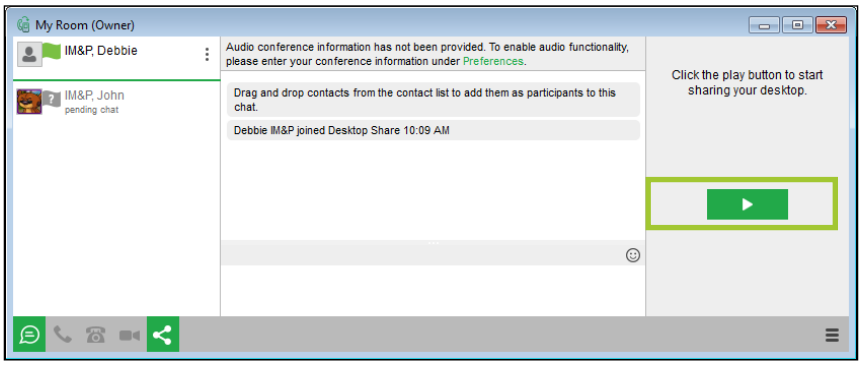
This will send a notification to the **My room** participant(s) that you wish to share your desktop with them.



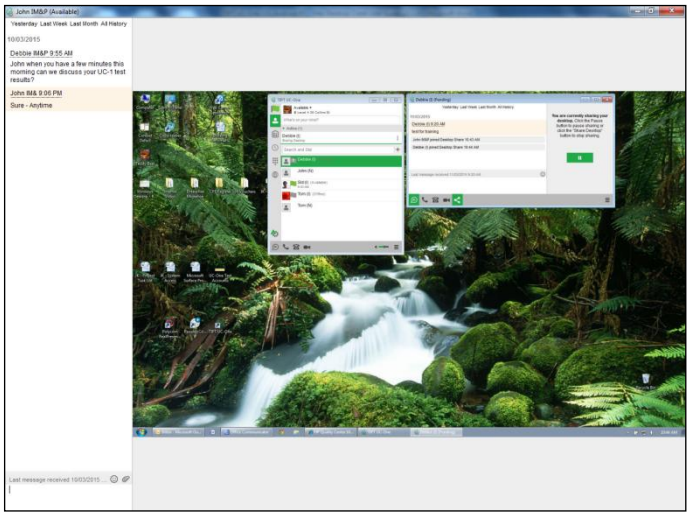
3. **Click** on the request to accept.
4. Click on **Yes**


John IM&P (Available)
Would you like to view John IM&P's desktop share?
Yes
No
Debbie IM&P 9:55 AM
John when you have a few minutes this morning can we discuss your UC-1 test results?
John IM& 9:06 PM
Sure - Anytime
Last message received 10/03/2015 9:06 PM

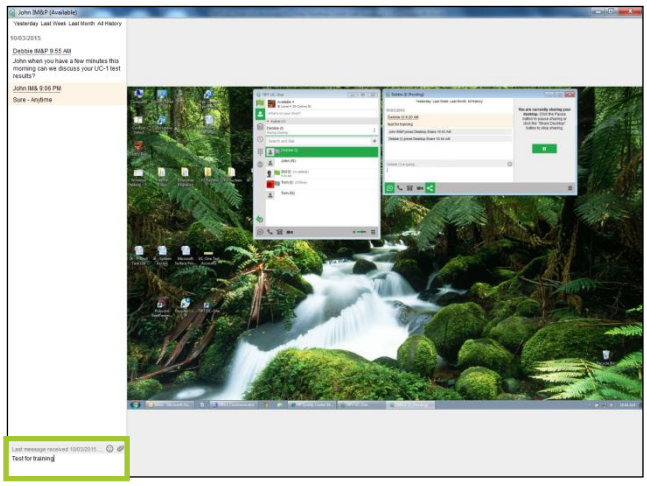
5. Once the recipients have accepted the sharing request. Click on the **Play** button to start the sharing process


My Room (Owner)
IM&P, Debbie
IM&P, John
pending chat
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
Drag and drop contacts from the contact list to add them as participants to this chat.
Debbie IM&P joined Desktop Share 10:09 AM
Click the play button to start sharing your desktop.

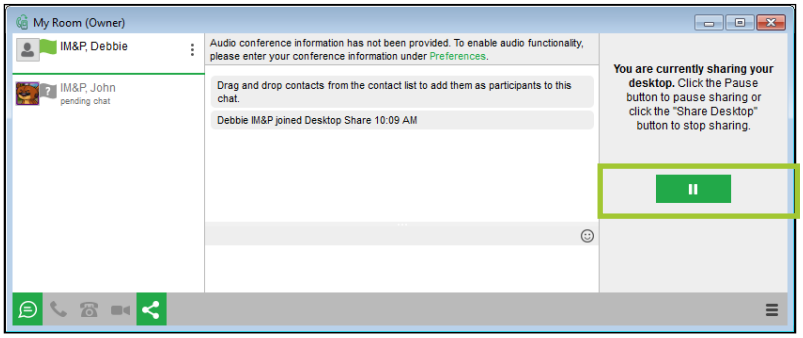
6. You are now sharing your desktop



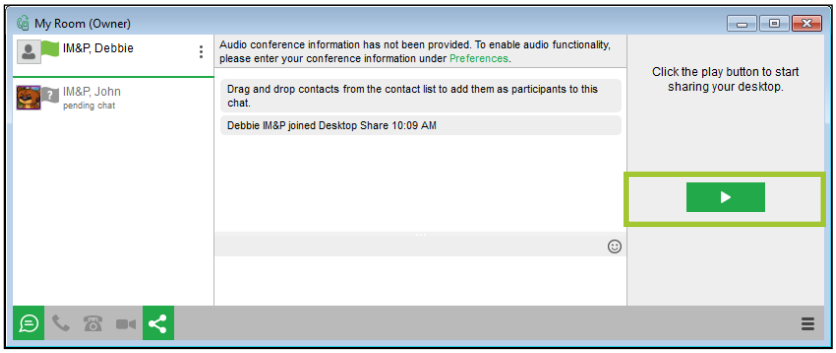
7. You have the ability to Chat with the Presenter as you desktop share. Type in the chat window left corner of the screen.



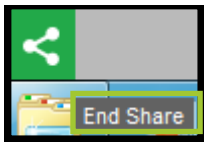
8. Click on the **Pause** button at any stage to pause the sharing


My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
IM&P, John
pending chat
Drag and drop contacts from the contact list to add them as participants to this chat.
Debbie IM&P joined Desktop Share 10:09 AM
You are currently sharing your desktop. Click the Pause button to pause sharing or click the "Share Desktop" button to stop sharing.

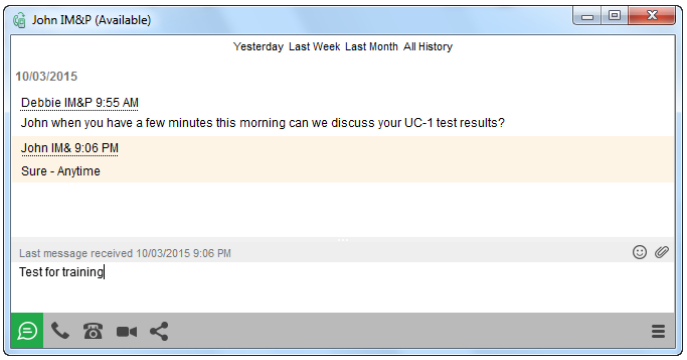
9. Click on the **Play** button to resume the desktop sharing.


My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
IM&P, John
pending chat
Drag and drop contacts from the contact list to add them as participants to this chat.
Debbie IM&P joined Desktop Share 10:09 AM
Click the play button to start sharing your desktop.

10. Click on the **Desktop Share** button at any stage to end the desk top sharing session.



11. Close the **My Room** window.


John IM&P (Available)
Yesterday Last Week Last Month All History
10/03/2015
Debbie IM&P 9:55 AM
John when you have a few minutes this morning can we discuss your UC-1 test results?
John IM& 9:06 PM
Sure - Anytime
Last message received 10/03/2015 9:06 PM
Test for training

CHAPTER 40
USING TIPT UC-ONE PC DESKTOP CLIENT FEATURES

PLACE A CALL

There are a number of ways you can make a call from TIPT UC-One.

PLACE A CALL USING YOUR CONTACTS

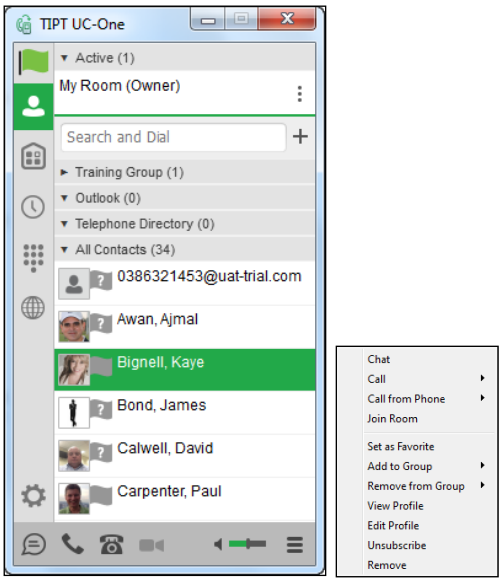
When you double click on a contact you are able to select which type of call to make, you can choose from **Chat, Call, Call from Phone** or **Video Call**.

Or

1. **Select** the contact
2. Click on the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. **Right** click on the contact
2. Select the type of call you want to make – **Chat**, **Call, Call from Phone or Join Room**.
   If there are multiple numbers associated with the contact you will be able to select which number to call.



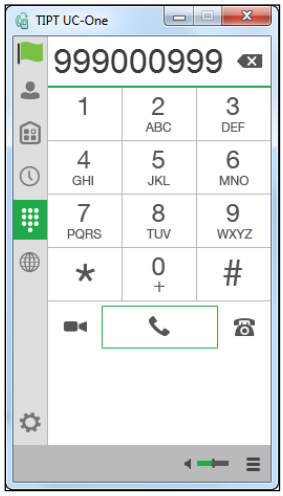
Note: Video will only display as an option if you have a camera attached to your desktop PC.

PLACE A CALL FROM COMMUNICATION HISTORY

1. **Double** click on an entry to make a call.

DIAL AN AD-HOC NUMBER

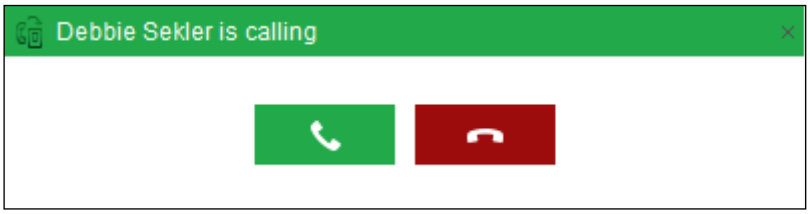
1. Click on the dialler
2. Enter the number using the displayed keypad or on your keyboard
3. Select **Call** or **Call from Phone** or **Video Call** on the displayed keypad.



Note: The quality of your microphone will impact the quality of your call.

RECEIVE A CALL

When there is an incoming call a call pop up will display on your screen.



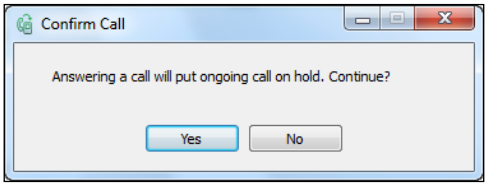
1. Click on the **green** button to **answer** the call or click on the **red** button to **reject** the call

Note: If there is no camera attached to your PC, voice call will be the only option displayed for answering the call.

CALL WAITING

To answer a second call, while you are on an active call:

1. Click on the **green** button to **answer** the call *or* **Click** on the **red** button to **reject** the call
2. If you select to answer the call the following alert will display. The call (**Answering a call will put ongoing call on hold**)
3. **Click Yes** to continue or **No** to reject



Note1: If your first call is already held, the alert will not display and the call will answer immediately.

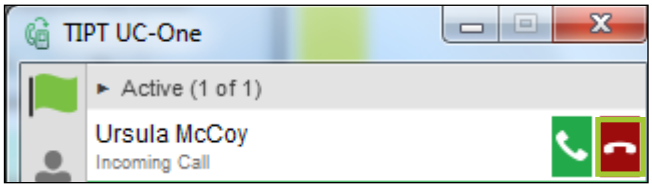
Note 2: Call Waiting must be activated for feature to work.

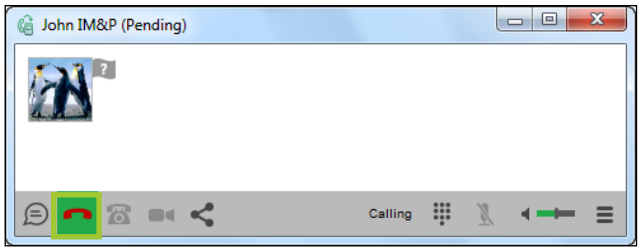
Note 3 : Turning call waiting on will reduce the quality of your first call if you receive a second call.

END A CALL

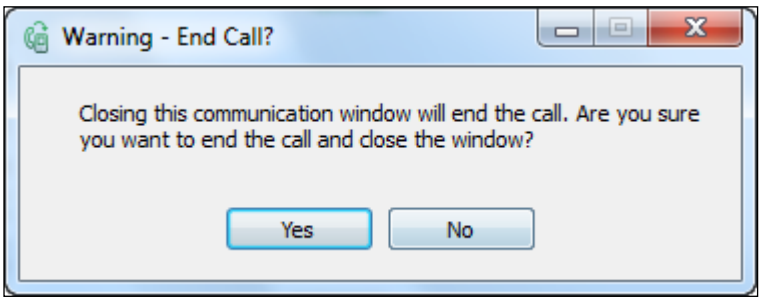
To end a call:

1. Click on the **red button** on the TIPT UC-One home screen or in the call dialogue box





Note: If you click on the X on the top right of the page you will receive the following notification. This will also end your call.


Warning - End Call?
Closing this communication window will end the call. Are you sure you want to end the call and close the window?
Yes
No

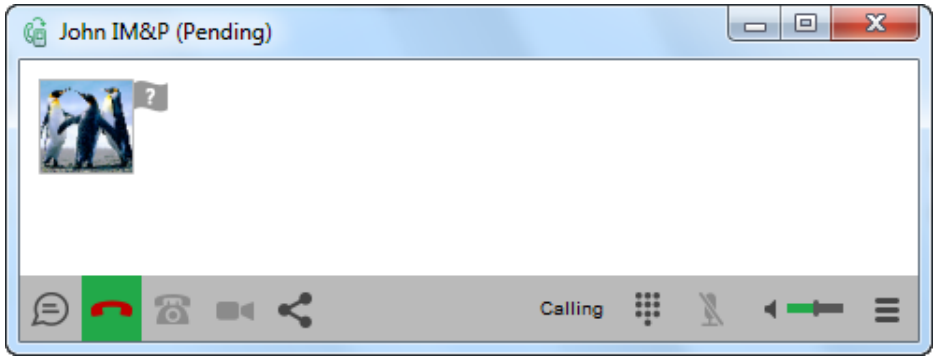
ACTIVE CALL OPTIONS

When you have an active call in place you can use the following call control features.
Some of these options are displayed on both the TIPT UC-One home screen and in the active call window.

The picture below displays the TIPT UC-One home screen during an active call.
The options available are:

- End call
- Mute
- Options Hold Call, Transfer to, Conference with, Show My Video, Delete Chat History, View Profile, Edit Profile, Hide Window and Always on Top.

The picture below is an active call window.
There are more call options available in the active call window than from the TIPT UC-One home screen.



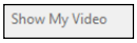
The options available are:

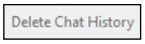
- Chat
- End call
- Call from Phone
- Video Call
- Share Desktop
- DialPad
- Mute Microphone
- Volume
- Options

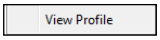
- Hold

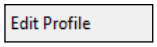
- Transfer

- Conference with

- Show my Video 

- Delete Chat History 

- View Profile 

- Edit Profile 

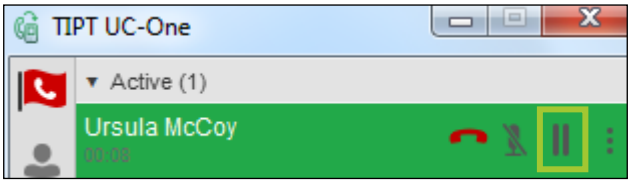
- Hide Window

- Always on Top

HOLD A CALL

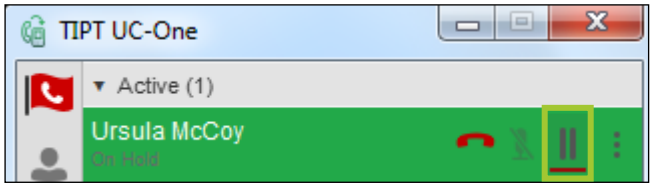
From the TIPT UC-One home screen:

1. Click on the **Hold** icon



To take the call off hold from the TIPT UC-One home screen

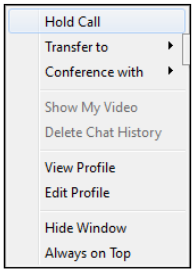
Click on **the Unold button**



Or

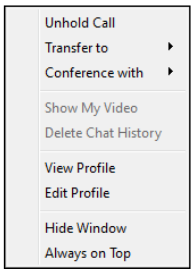
From the active call window to place a call on hold:

1. Click **Options, Hold Call.**



To take the call off hold from the active call window:

2. Click **Options, Unhold Call.**



STOP DISPLAYING VIDEO AND CONTINUE CALL AS A VOICE CALL

If you are on a video call and do not wish to display outgoing video (essentially muting your video):

1. Click the remove video icon

HIDE MY VIDEO

To hide the picture in picture (PIP) that is displayed during a video call:

1. Click on **Options**
2. Select **Hide My Video.**

If you have hidden your video and would like to now display video:

1. Click on **Options**
2. Select **Show My Video.**

CONFERENCE CALL

A Conference call is also referred to as a Group Communication call.
This helps distinguish it from a Conference call where you dial in using a conference number and conference ID.

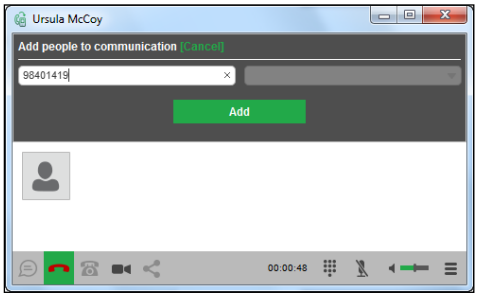
There are two types of conference calls you can initiate in TIPT UC-One:

- a group communication call where you add in contacts from your directories
- a configured group call to all members of a selected group.

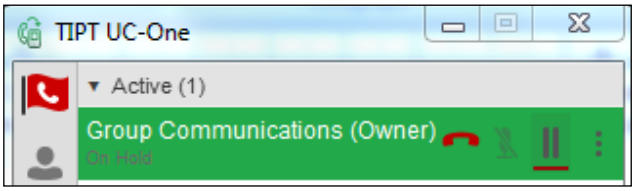
To begin a conference call

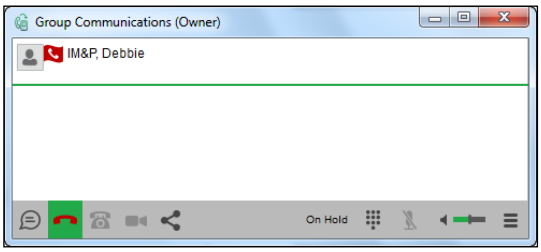
1. While on an active call, on the active call window click **Options, Conference With** and then **New**
2. Enter in the number of the new party you wish to add to the call in the **Search and Dial** field

3. Click on **Add**



4. The call will display as a **Group Communication.**

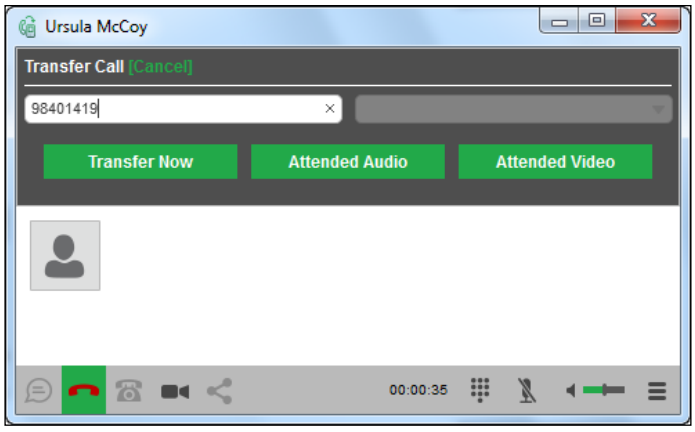




TRANSFER A CALL

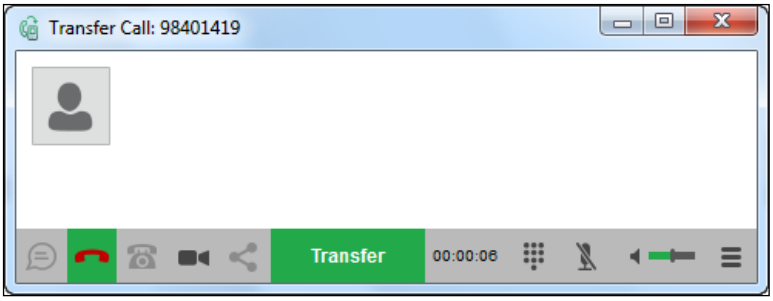
To complete a blind transfer:

1. While on an active call, on the active call window click **Options** and then **Transfer to, New**
2. Enter in the number or name of the party the call is to be transferred to
3. Click on **Transfer Now**



To complete an announced transfer:

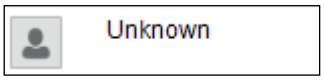
1. While on an active call, on the active call window click **Options** and then **Transfer to, New**
2. Enter in the number of the party the call is to be transferred to
3. Click on **Attended Audio**. When third party answers announce the call and click on **Transfer**.



VIEW PROFILE

1. While on an active call, from the active call window click **Options** and then **View Profile**
2. The details for the contact will display

To add the contact to your contacts directory

1. Click on **Options** and select **Add Contact**
2. The contact will be added as an Unknown contact 

To edit the contacts details

1. Click on **Options** and select **Edit Profile**
2. Make the required changes
3. Click on the **Save.**

MUTING YOUR MICROPHONE

Muting your microphone will stop the caller from hearing you, but you are still able to hear the caller.

1. Click on the **Mute** button either from the TIPT UC-One home screen or the active call window. The button will then display green to indicate it is active
2. To un-mute, click on the **Mute** button again.

VOLUME CONTROL

The volume button will control the volume of the call.

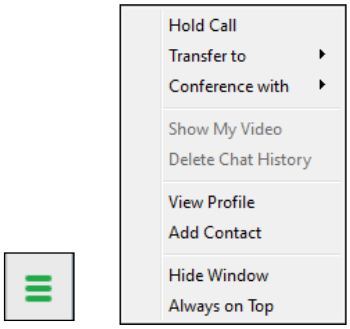
You can adjust the volume using the volume slider bar.

Or

You can turn the volume off by adjusting the volume to its lowest capacity.
When the volume is turned off, the volume button will display as follows.

OPTIONS

CALL OPTIONS ALLOW YOU TO – HOLD A CALL, TRANSFER TO, CONFERENCE WITH, SHOW MY VIDEO, DELETE CHAT HISTORY, VIEW PROFILE, ADD CONTACT, HIDE WINDOW OR ALWAYS ON TOP



HOLD CALL

Enables you to place a caller on hold.

TRANSFER TO

Allows you to perform a call transfer

CONFERENCE WITH

Allows you to commence a conference call and add other people to the call.

SHOW MY VIDEO

Enables you to activate the video.

DELETE CHAT HISTORY

Allows you to delete your chat history.

VIEW PROFILE

View the profile of the caller.

ADD CALLER

Add the caller to your contacts.

HIDE WINDOW

Hides the active call window.

ALWAYS ON TOP

Keeps the TIPT UC-One dialog box on top of any other active windows, so it is always visible.

VOICEMAIL

Providing you are using TIPT Voicemail, when a call has not been answered it will forward to your TIPT voicemail service. TIPT UC-One will alert you of the voicemail by displaying the number of available

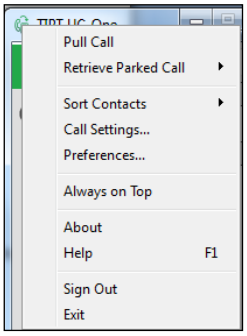
voicemails next to the Communication History icon When you click on the Communication History icon an alert will be displayed at the top of the screen indicating the number of new voicemails.

To retrieve a voicemail using TIPT UC-One:

1. Click on the **Communication History** icon
2. Click on the **Voicemail Alert**
3. The call will connect to your TIPT voicemail service

CHAPTER 41
PC DESKTOP - TIPT UC-ONE ICON - PREFERENCES AND SETTINGS

Clicking on the TIPT UC-One icon at the top of the home screen displays your preferences and settings menu.



PULL CALL

Enables you to Pull a Call from your PC Desktop Client to any other configured device.

RETRIEVE PARKED CALL

Allows you to retrieve a call that has been parked in the system by another user.

SORT CONTACTS

Allows you to sort your contacts by **First Name**, **Last Name** or **Show Favorite Groups**

CALL SETTINGS

The features currently available are: **TIPT Anywhere**, **Remote Office**, **Forward Calls**, **Do Not Disturb**, **Hide Number** and **Simultaneous Ring Personal**.

PREFERENCES

Enables you to change your preferences for the UC-One application.

ALWAYS ON TOP

Keeps the TIPT UC-One dialog box on top of any other active windows, so it is always visible.

ABOUT

Displays the version of the client installed and copyright information.

HELP

Will activate TIPT Resource Centre.

SIGN OUT

Sign out of TIPT UC-One.

EXIT

Exit TIPT UC-One.

TIPT ANYWHERE

User Case:

You are on a call on your TIPT desk phone, the call is going longer then you expected and you need to leave the office and continue the call on your mobile. You can *Pull* the call to your preconfigured mobile phone to continue the call without interruption. If the reverse is the case and you are on a call on your mobile and want to continue the call on your desk phone, dial *11 on your TIPT desk phone to *Pull* the call to the desk phone. Or you can select Options, Pull Call from the UC-One active window.

TIPT Anywhere and UC-One

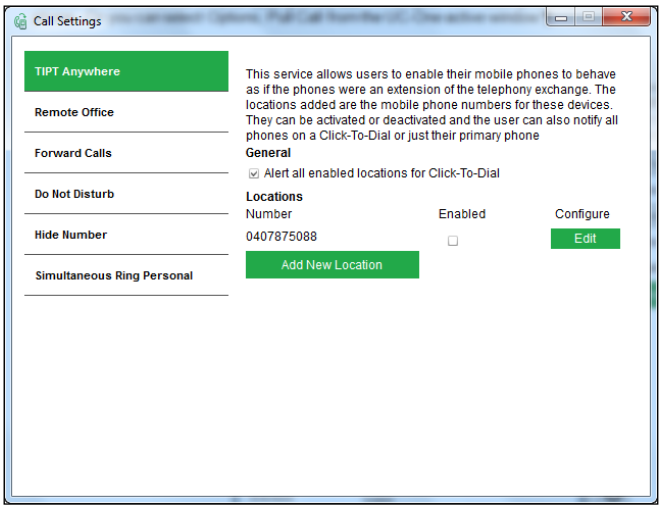
The recommended settings are to have TIPT Anywhere turned off. This is to prevent confusion when an incoming call is received.

When TIPT Anywhere is disabled calls will arrive on the UC-One client.

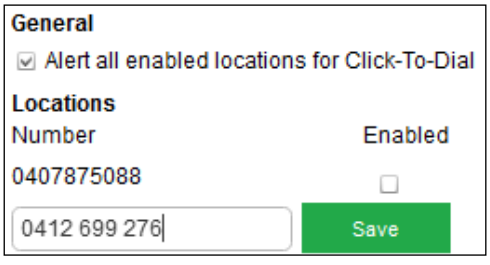
In the scenario where the mobile device (TIPT UC-One client is installed on) is the same as the number specified in the TIPT Anywhere settings, the call will arrive through the UC-One client, it also arrives on your mobile devices' native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To configure TIPT Anywhere:

1. Click the **Call Settings** button
2. Select **TIPT Anywhere** and **Configure**

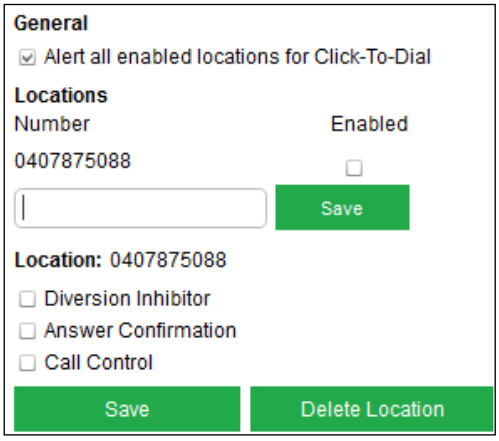

Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows users to enable their mobile phones to behave as if the phones were an extension of the telephony exchange. The locations added are the mobile phone numbers for these devices. They can be activated or deactivated and the user can also notify all phones on a Click-To-Dial or just their primary phone
General
Alert all enabled locations for Click-To-Dial
Locations
Number
Enabled
Configure
0407875088
Edit
Add New Location

3. Click **Add New Location**
4. Enter the number for the new location and click **Save**



5. Click **Edit** to configure the location. The options are:

- **Diversion Inhibitor** – If enabled Diversion Inhibitor will stop calls being forwarded to your mobiles voicemail or other location if set.
- **Answer Confirmation** – When enabled, upon answering a call you will be prompted to press a key to confirm that the call has been answered by you and not voicemail. This is also helpful to alert that the call is a work related call.
- **Call Control –** When enabled determines that call control options are to be performed by the TIPT Anywhere location device rather then your TIPT desk phone settings.



6. Click **Save**
7. Click **X** to close the window.

To enable TIPT Anywhere:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **TIPT Anywhere** and **Configure**
3. Check the box to enable ***Alert All enabled locations for Click-To-Dial***
4. Check the check box **Enabled.**
5. Click **X** to close the window.
6. The Settings button tool tip will change indicating TIPT Anywhere is activated

To disable TIPT Anywhere:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **TIPT Anywhere** and **Configure**
3. Uncheck the box to disable ***Alert all enabled locations for Click-To-Dial***
4. Uncheck the ***Enabled*** box to disable the set Location/s
5. Click **X** to close the window.

To delete a TIPT Anywhere location:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **TIPT Anywhere** and **Configure**

3. Click **Edit** for the location you want to delete
4. Click **Delete Location**
5. You will be prompted ***You are about to delete a location. Are you sure you want to continue?*** Click **OK**
7. Click **X** to close the window.

REMOTE OFFICE

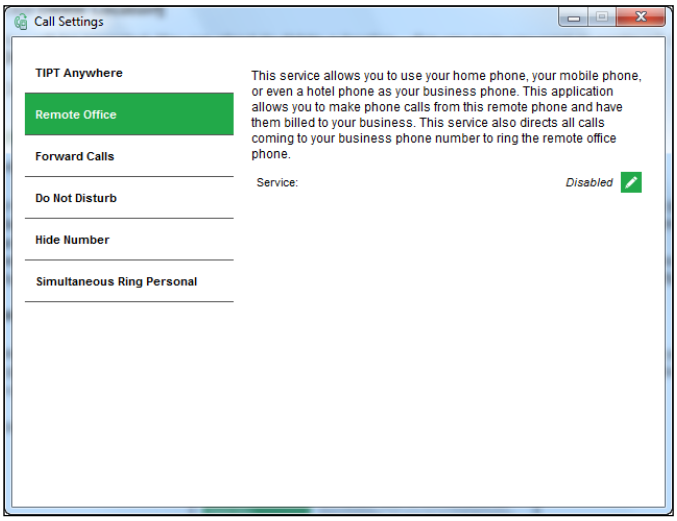
User Case:

Molly will be travelling interstate to follow up with clients. Molly always gives her clients her TIPT desk phone number. While Molly is interstate, she enables the Remote office so all calls to her business phone number will be received on her mobiles native dialler. When Molly initiates a call from the TIPT UC-One, her business phone number will be displayed to the caller. Molly likes to use the Remote office feature since she only has to give her clients her business phone number and still not miss a call when away from the office.

Remote Office and UC-One

The recommended settings are to have Remote Office turned off. If Remote Office is enabled calls to your desk phone will not arrive through the UC-One client, the calls will only ring on the device Remote Office has been configured with, i.e. your mobile number or other listed number.

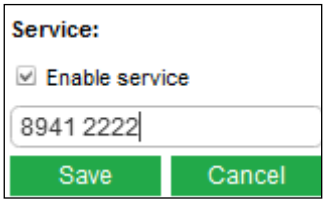
The call will not arrive on the PC desktop client at all in this scenario.

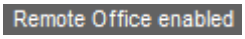

Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows you to use your home phone, your mobile phone, or even a hotel phone as your business phone. This application allows you to make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone number to ring the remote office phone.
Service:
Disabled

To enable Remote Office:

1. Click the **Call Settings** button
2. Select **Remote Office** and **Configure**
3. Click on ***Edit***

4. Check **Enable service** and enter the remote office number in the phone number field.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
5. Click **Save**



6. The screen will display the changes and the settings icon will appear as 

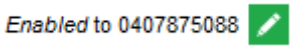
7. Click **X** to close the window.

To disable Remote Office:

1. Click the **Call Settings** button
2. Select **Remote Office** and **Disable**
3. The settings button will change indicating Remote Office is disabled

Tip: When a Remote Office phone number has been assigned, it will be remembered the next time the Remote Office is enabled; this number can be deleted or changed at any time.

The Remote Office number can be changed at anytime. To change the number:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **Remote Office** and **Configure**
3. Select **Edit** 

4. Change the number in the phone number field.
   The preferred phone number format is: 03xxxxxxxx or 04xxxxxxxx.
5. Click **Save**
6. Click **X** to close the window.

Note 1: For an incoming call, if the Simultaneous Ring and Remote Office features are enabled concurrently, each of the assigned Simultaneous Ring phone numbers will ring at the same time as the Remote Office location.

Note 2: For an incoming call, if the Always forward feature is enabled, the assigned number for Always forward will ring and not the Remote Office location

FORWARD CALLS

The Call Forward feature automatically forwards incoming calls (from your TIPT desk phone) to an alternate phone number that is configured.

Calls can be forwarded to a colleague or your mobile if you are away from the office.

Call Forward Always User Case 1:

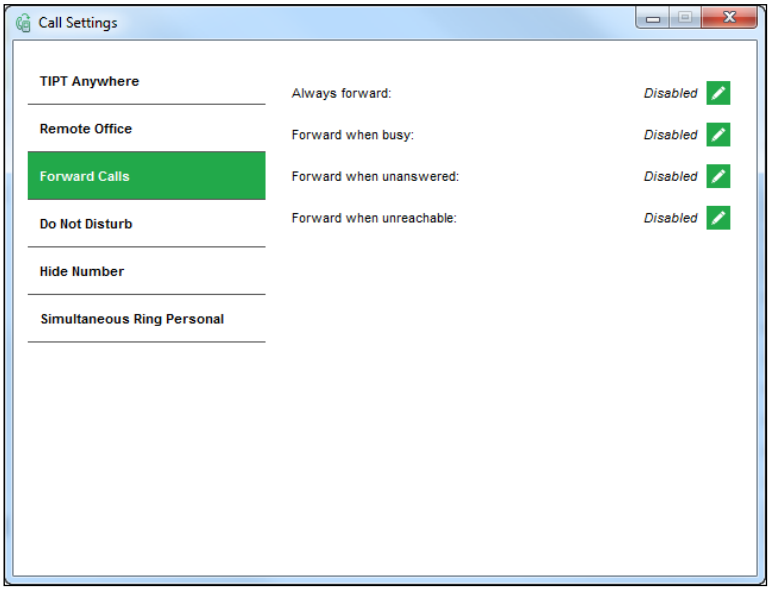
Gloria will be on leave for two weeks. Gloria's manager, Brian has agreed that he will take her calls while she is away. On her last day of work, Gloria signs in to TIPT UC-One and enables the *Call forward always* feature and assigns Brian's number in the phone number field. All of Gloria's calls are automatically forwarded to Brian. When Gloria returns from her leave she disables the *Call forward always* feature, so she can again receive calls on her business phone.

Call Forward No Answer User Case 2:
William is often not at his desk and misses a lot of calls that come through to his business phone. To help improve his contact ability, William enables *Call forward no answer* to his mobile phone number. This way, if William is at his desk he is able to answer the call on his business phone. If he is not at his desk and there is a call to his business phone it will be forwarded to his mobile phone number.

Call Forward Unreachable User Case 3:

Glen's business is in an area where there are frequent disturbances to the electricity network. To prevent his business being unable to continue when these disturbances occur Glen has enabled *Call forward when unreachable* and entered the number as his mobile phone into the relevant field. If there are any outages, all of his business calls will automatically be forwarded to his mobile phone.

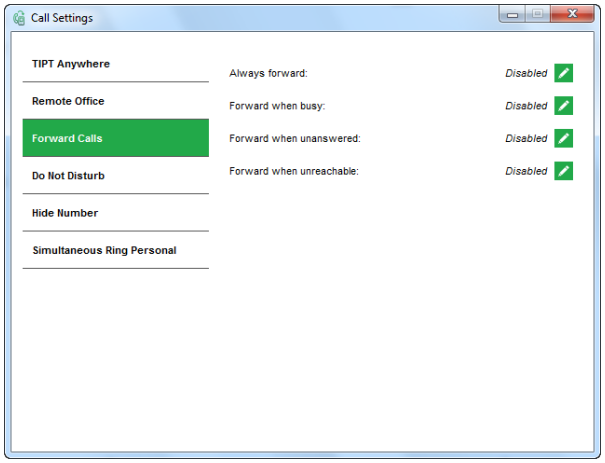
FORWARDING TYPE	DESCRIPTION
Call Forward Always	Every call to your TIPT desk phone will be forwarded to the number configured
Call Forward busy	All calls will be forwarded only when the TIPT desk phone being called is busy
Call Forward No Answer	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered.
Call Forward Not Reachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available



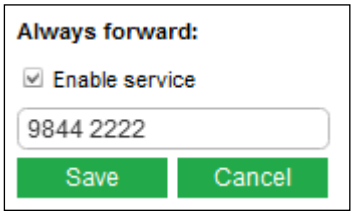
All Forward Calls options are disabled by default.

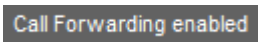
To enable a Call Forwarding option:

1. Click the **Call Settings** button
2. Select **Call Forwarding**
3. Select **Configure**.
4. When **Configure** is selected the following options will appear



5. Click on the **Edit** button to enable your selection
6. Check **Enable Service**
7. Enter a phone number for incoming calls to be forwarded.
   The preferred phone number format is: 03xxxxxxxx or 04xxxxxxxx.
8. Click **Save**



9. The call settings button will change indicating **Call Forward** is enabled 

To Disable

1. Click the **Call Settings** button on the **Left Pane**
2. Select **Call Forwarding** and deselect the option selected – **Call Forward Always**, **Call Forward Busy**, **Call Forward No Answer**.

Or

1. Click the **Call Settings** button on the **Left Pane**
2. Select **Call Forwarding** and **Configure**
3. Click on the **Edit** button to the right of your selection you wish to disable.
4. **Remove** the checkbox from ***Enable Service*** and click on the **Save** button.

5. Click **X** to close the window.

Tip: You can leave the Call forwarding number previously entered in the field for when you next enable Call forwarding, otherwise delete the number from the field so another number can be entered next time you enable the Call forwarding feature.

DO NOT DISTURB (DND)

If you activate this service all calls to your phone will be blocked.

User Case:

Dasha will be in a meeting and does not want to receive any incoming calls. By activating Do Not Disturb people within the enterprise can see that Dasha is not available. Any incoming calls will immediately be sent to voicemail.

To enable to **Do Not Disturb**:

1. Click the **Call Settings** button
2. Select **Do Not Disturb.**
3. The **Call Settings** button will change to reflect **Do Not Disturb** has been switched on

Or

1. Select the TIPT UC-One logo and Click **Call Settings**
2. Select **Do Not Disturb**
3. Check **Enabled** to activate
4. Click **X** to close the window.

To disable **Do Not Disturb**:

1. Click on **Call Settings** button on the TIPT toolbar
2. Select **Do not Disturb**.

Or

1. Click the **TIPT UC-One logo** and click **Call Settings**
2. Select **Do Not Disturb**
3. Uncheck **Enable** to deactivate
4. Click **X** to close the window

HIDE NUMBER

By default, your number is displayed to the called party. When the Hide Number feature is enabled your number is hidden from the display of the called party. When enabled, Hide Number only works for calls to contacts external to your business.

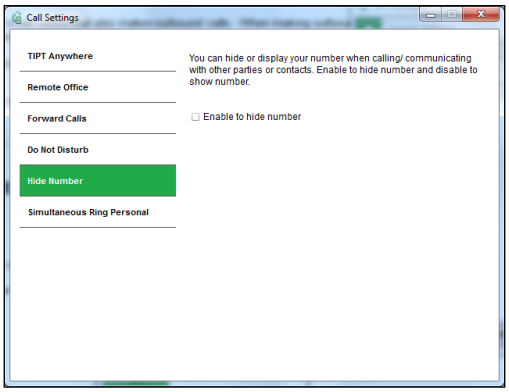
Calls to colleagues at your business site will still see your TIPT number displayed.

User Case:

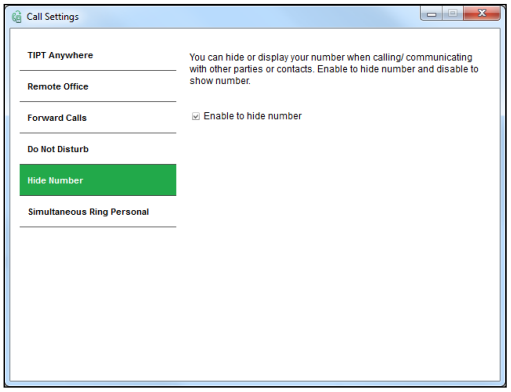
Taylor is part of a call centre that also makes outbound calls. When making outbound calls to clients, Taylor sets Hide Number so clients will call back on the call centre number and not Taylor's direct line.

To enable to Hide Number:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **Call Settings.**
3. Select **Hide Number**

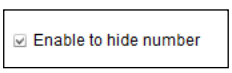

Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
You can hide or display your number when calling/ communicating with other parties or contacts. Enable to hide number and disable to show number.
Enable to hide number

4. Check **Enable to hide number**


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
You can hide or display your number when calling/ communicating with other parties or contacts. Enable to hide number and disable to show number.
Enable to hide number

5. Click **X** to close the window

To disable **Hide Number**:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **Call Settings.**
3. Select **Hide Number**
4. Uncheck **Enable to hide number** 

5. Click **X** to close the window

SIMULTANEOUS RING PERSONAL

The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.

> **Note:** If the remote phone has voicemail enabled and picks up the call before your business phone voicemail answers, your voicemail messages will be located on your remote phone voicemail.

User Case:

Anthony is not always at his desk to answer calls on his business phone. Anthony's department prefers all calls to be answered promptly and not forwarded to message bank. Anthony enables the *Simultaneous Ring* feature and assigns his mobile phone as one of the other numbers. This way, Anthony is able to answer an incoming call on either phone.

Simultaneous Ring Personal and UC-One

The recomneded settings are to have Simultaneous Ring Personal turned off. This is to prevent confusion when an incoming call is received.

When Simultaneous Ring Personal is disabled calls will arrive on the UC-One client.

In the scenario where the mobile device your TIPT UC-One client is installed on is the same as the number specified in the Simultaneous Ring Personal settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

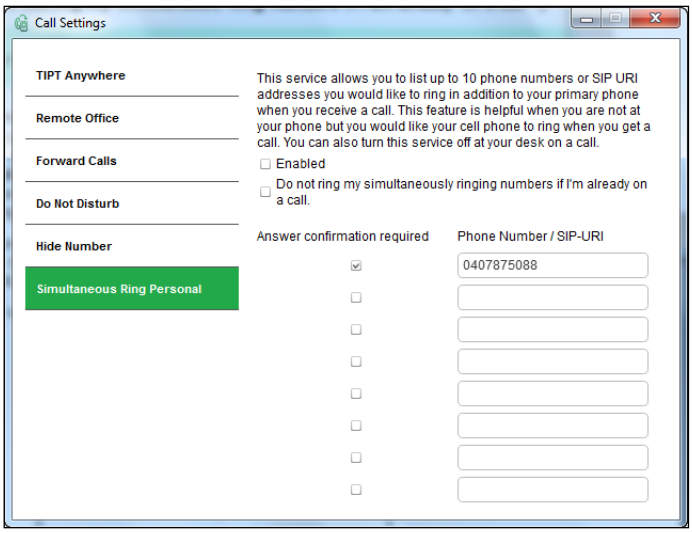
To enable Simultaneous Ring Personal:

1. Click the **Call Settings** button on the **Left Pane**
2. Select **Call Settings.**
3. Select **Simultaneous Ring Personal**
4. Check the **Enabled** checkbox
5. If required, check **Do not ring my Simultaneous Ring Numbers if I am already on a call**

> **Note:** This will only work for calls answered on the primary phone.

6. If required, check the **Answer confirmation required** checkbox to ensure that the call will be connected to a live party, or rolls over to the user's voicemail. If the Answer Confirmation check box is selected, the answering party will be prompted to enter a confirmation digit before getting connected to the calling party. All other phones will ring until the confirmation digit has been entered. When a confirmation digit has been entered, the call is connected and the other number destinations stop ringing.

7. Enter the Phone number.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
8. Click **X** to close the window.


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows you to list up to 10 phone numbers or SIP URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn this service off at your desk on a call.
Enabled
Do not ring my simultaneously ringing numbers if I'm already on a call.
Answer confirmation required
Phone Number / SIP-URI
0407875088

Note: The Forward Always feature when enabled will take precedence over the Simultaneous Ring feature. Forward when busy, Forward when unanswered and Forward when unreachable will allow Simultaneous Ring feature to operate.

Simultaneous Ringing is invoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office location.

To disable **Simultaneous Ring Personal:**

1. Click the **Call Settings** button
2. Select **Simultaneous Ring Personal**
3. Uncheck the **Enabled** checkbox
4. Click **X** to close the window.

Note: When you change the settings for Simultaneous Ring Personal through the 'Call Settings' on the PC desktop client, the settings are not saved.

The settings can only be changed on the mobile client.

[If settings are changed on the mobile client, they will show on the desktop client]

PREFERENCES

There are five tabs on the Preferences screen, Credentials, General, Audio, Video and Proxy.
To change options click the relevant tab.

1. Click the **TIPT UC-One logo** and click **Preferences.**

GENERAL

Click the General tab to display the following options:

SETTING	OPTIONS
Language	Set the language. English is the supported language.
LoggIn	Activate or deactivate Sign in automatically. Activate or deactivate run this program when the system starts.
Confirmations	Activate or deactivate for the system to Ask before removing a contact. API – Activate or deactivate to allow 3rd party applications to access TIPT UC-One. If this is disabled, TIPT UC-One features in Outlook will not work. A system reboot may be needed after enabling this feature to get Outlook features operational. Activate or deactivate for TIPT UC-One to ask about incoming API access requests.
Logging	Enable basic logging. There is a button available to Clear All Logs button Enable advanced logging. These logs are stored in a folder, click the Open Folder button to view the advanced logs.

AUDIO

Click the Audio tab to display the following options:

SETTING	OPTIONS
Voice Playback	Select the Playback Device from the drop down list that will display all recognised installed devices.
Voice Recording	Select the Recording Device from the drop down list that will display all recognised installed devices. Use the Test button to test your recording capabilities. Check the box to Use Automatic Gain Control.
Alert Signal	Set the Ring Signal from the drop down list that will display all recognised sounds that you can use as the default ring signal when you have an incoming call on your TIPT UC-One PC Desktop Client. Test the sound by clicking the **Play** button.
Sounds	Check the box to enable a sound to play for an Incoming Call.

VIDEO

Click the Video tab to display the following options:

SETTING	OPTIONS
Capture Device	Select the video capture device from the drop down list that will display all recognised installed devices.
Video Size	Select from – Small, Medium, Large or HD.

CREDENTIALS

Click the Credentials tab to display the following options:

SETTING	OPTIONS
My Room	• Dial-In Number • Moderator PIN • Conference ID • Security PIN

PROXY

Click the Proxy tab to display the following options:

SETTING	OPTIONS
Proxy Settings	Please restart the application after changing the proxy settings. Select from: • No Proxy • Use system proxy settings • Use client Proxy Settings • Web Proxy Server • Port • Secure Web Proxy Server • Port

ADD-INS

Click the Add-Ins tab to display the following options:

SETTING	OPTIONS

SETTING	OPTIONS
Outlook	• Enable Outlook Contact Search • Enable Outlook Calendar
Add-Inn Settings	• Allow 3rd party applications to access TIPT UC-One • Do not ask about incoming add-in connection requests • Accept incoming requests by default • Reject incoming requests by default
Manage Add-Inns	• Plantronics/spokes USB Add-in - Enable/Disable • USB Device Add-In – Enable/Disable

CHAPTER 42
PC DESKTOP - FAQ'S AND KNOWN LIMITATIONS

ACCESS HELP FOR YOUR CLIENT

To access the Help using your TIPT UC-One PC Desktop Client:

1. Click the **TIPT UC-One icon**
2. Select **Help**
   This will direct you to ***insight.telstra.com***

For "How-to" support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, ***telstra.com/tiptresources***, contact the Telstra IP Telephony Helpdesk - **1800 287 289** 24 hours per day

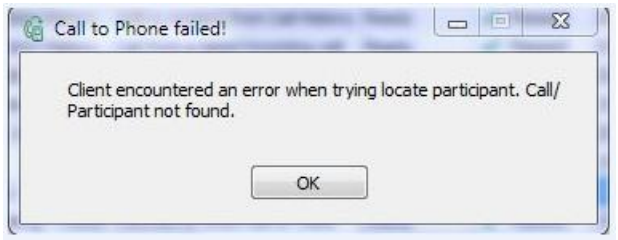
LIMITATIONS

MISSED CALL COUNT

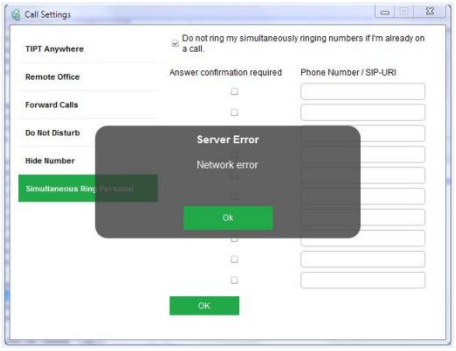
Currently the Missed call count is not incrementing as expected.

UNEXPECTED MESSAGE

1. An unexpected message is displayed when hanging up a call in the client. This is an issue when the deskphone is offline. It occurs when using the dial pad and choosing to call from your desk phone.

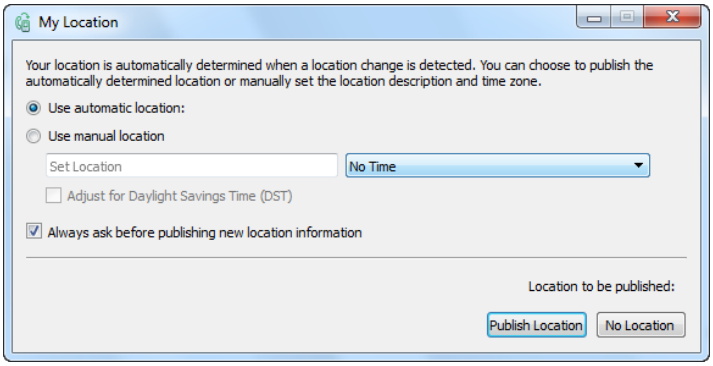


2. An unexpected message is displayed when using ***Call Settings*** and ***Simultaneous Ring Personal***.



PRESENCE - USE AUTOMATIC LOCATION

If UC-One recognises your proxy setting it should determine your **location change** which will allow you to use '***use automatic location'***. If not ensure you use '***Use Manual Location'*** and manually type the location description.


My Location
Your location is automatically determined when a location change is detected. You can choose to publish the automatically determined location or manually set the location description and time zone.
Use automatic location:
Use manual location
Set Location
No Time
Adjust for Daylight Savings Time (DST)
Always ask before publishing new location information
Location to be published:
Publish Location
No Location

MY ROOM- MORE OPTIONS – PC CLIENT AND MAC

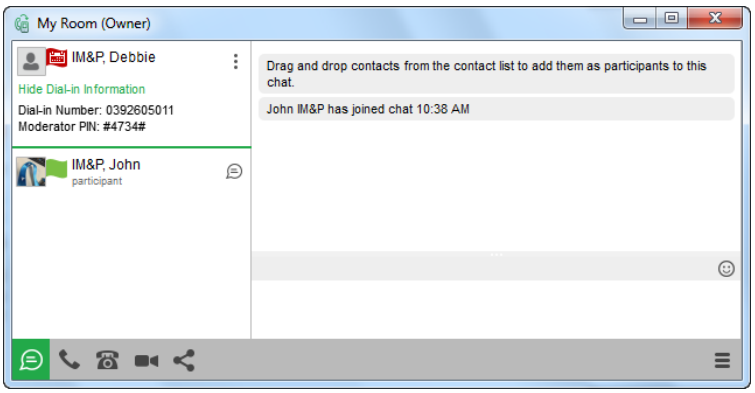
The link ***Email My Room Invitation*** does not work. The email is created and the link is placed in the email but it does not link to the ***My Room*** chat session when activated.

MY ROOM – REMOVING A MEMBER FROM THE CHAT SESSION

The message you receive when you remove a member from a chat session in ***My Room*** 'Dismissed from Chat' dialog box message has an error in the text.

MY ROOM – CALL FROM PHONE

When using ***Call from Phone*** in ***My Room*** to connect to your VMR Conference Number you have to manually type in your PIN Number. This is expected behaviour but if you have already entered the Moderator PIN Number in your ***Dial In information*** then you shouldn't have to enter the Moderator PIN manually.


My Room (Owner)
IM&P, Debbie
Hide Dial-in Information
Dial-in Number: 0392605011
Moderator PIN: #4734#
IM&P, John
participant
Drag and drop contacts from the contact list to add them as participants to this chat.
John IM&P has joined chat 10:38 AM

TIPT UC-ONE START-UP ISSUE

UC-One can be slow to start up on a laptop.

UNEXPECTED MESSAGE WHEN YOU HANG UP A CALL - DESKTOP

When you hang up a call the following message can appear on the desktop “Call to Phone Failed”.

STORING CONTACTS

Contacts added using the desktop client are stored locally on the users PC.

FAQS

Different companies using TIPT UC-One can Chat between each other providing each of the contacts has their UserID in the IM addess field.

Different companies both on TIPT using UC-One have the ability to share desktops.

A user with a Executive and Standard pack has the ability to initiate Desktop Share.

FEATURE SUMMARY

FEATURE	PC DESKTOP CLIENT
Automatic Sign on	Y
Access to the Enterprise Contact Directory (Telephony Directory)	Y
Access to Outlook Contacts and Calendar	Y
Add, Edit and Remove Personal contacts	Y
Add, Edit and Remove Contact groups	Y
Add, Edit and Remove Conference groups	Y
Add a Contact from an Enterprise search	Y
Make and Receive Voice and Video calls	Y
Search on Contacts	Y
Set a Contact as a favourite	Y
Click to Dial from the Contact Directory	Y
Click to Dial from the Call Log	Y
Call Settings	Call Forwarding Do Not Disturb Remote Office TIPT Anywhere

FEATURE	PC DESKTOP CLIENT
	Hide Number Sim Ring Personal
Active Call Features	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Video Call

Further support:
TIPT Online Resource Centre: ***telstra.com/tiptresources***
TIPT How to Help Desk: 1800 648 116 from 8am to 8pm AEST
TIPT Faults Help Desk: 1800 287 289 24 hours per day

CHAPTER 43
DEFINITIONS

TERM	DEFINITION
Always Forward	Every call will be forwarded to the number configured.
Communication History	Communication History lists your missed, received and placed calls made from any of your TIPT UC-One devices. The time and details of the call are also displayed.
Contacts	Contacts displays a list of your contacts, as you use TIPT UC-One you will modify contacts to suit your needs. These can be a combination of contacts from your directory, Outlook or contacts your have added using Add Contacts. Contacts are useful for: • Searching all contacts, including your Directory and Outlook contacts if you have it configured. • Lists your own contacts – these can be added from your Directory, Outlook, or by using Add Contacts and entering the contacts details.
Do not disturb	If you enable this DND you will not receive calls. Calls are automatically forwarded to your voicemail if DND is enabled.
Telephony Directory	The Telephony Directory (Enterprise Directory) for your Enterprise. This will display only when you search.
Forward when unanswered	Calls will be forwarded to the configured phone number after a certain number of rings. Please refer to the support web site ***http://www.telstra.com/tiptresources*** for information on how to change the number of rings before a call is forwarded in CommPilot.
Forward when busy	Calls will be forwarded only when the phone being called is busy.
Forward when unreachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Hide number	When the Hide Number feature is enabled your number is hidden from the display of the called party. When enabled, Hide Number only works for calls to contacts external to your enterprise. Calls to colleagues at your business site will still see your number displayed.

TERM	DEFINITION
Remote Office	Remote Office allows you to use any other phone number e.g. home number or mobile, as your TIPT desk phone. When a call is initiated from TIPT UC-One with Remote Office enabled, your business phone number will be displayed to the caller and not your remote office number. Incoming calls to your business are redirected to ring on the Remote Office phone number.
Simultaneous Ring Personal	The Simultaneous Ring Personal feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary TIPT desk phone
SIP URI	The users phone number. Session Initiation Protocol (**SIP**) uniform resource identifiers (**URIs**).
TIPT	Telstra IP Telephony
TIPT Anywhere	The TIPT Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. You can answer an incoming call on any of the configured phones. If required the call can then be continued on any of the other preconfigured phones.
TIPT desk phone	The primary phone for TIPT
TIPT UC-One	Telstra IP Telephony Unified Communication client
Chat	Chat or Instant Messaging allows you to chat with contacts.
Presence	Online status, allows you to view the online status of a contact whether they are **Available**, **Away**, **Busy** or **Offline**. Some Presence statuses change automatically when you are in a Meeting, chatting or on the phone.
Desktop Share	Allows you to share your desktop with contacts.

CHAPTER 44
TIPT UC-ONE MAC DESKTOP CLIENT OVERVIEW

TIPT UC-One is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road.

TIPT UC-One can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops and MACs.

TIPT UC-One allows the user to search their enterprise directory for contacts that they may not have on their buddy list. After searching, they can easily click to call the user or, optionally, add them to their buddy list.

TIPT UC-One also allows you to indicate your Presence, send Chat Messages (IM) and join a Chat Room (My Room). These features are all available on mobile and desktop devices with the use of a public internet connection.

WHY USE TIPT UC-ONE MAC CLIENT?

TIPT UC-One MAC Desktop Client offers:

- Convenience: There are multiple ways to access your TIPT Services
- Accessibility: TIPT UC-One MAC Desktop Client gives you around the clock access to your TIPT services. Instant Messaging and Presence (IMP) are available on mobile devices with a public internet connection.
- Productivity: Save time with unrestricted access to TIPT services

Features include:

- Fast access to contacts and directories.
- View calls that have been missed, received or dialled from any of your TIPT devices.
- Add favourites so that frequently called contacts can be quickly located.
- Precise search function.
- TIPT features can be set from the client.
- Conference numbers, including ID and passwords can be entered for easy and fast access to conferencing.
- Change your Presence (online status) to indicate whether you are **Available**, **Busy**, **Away** or **Offline.** Some Presence statuses are changed automatically when you are in a **Chat Session** or **Meeting**.
- Chat with one person or a group of people.
- Allow contacts to join your ***My Room*** Chat session or group chats.

CONFIGURATION SETTINGS

The TIPT UC-One Mac Desktop Client can be configured so that:

- Incoming calls to your TIPT desk phone will also arrive on your UC-One Mac Desktop client and you can choose which device you want to answer the call on.
- Both Voice and video calls can be pulled to your Mac Desktop from your TIPT desk phone and vice versa.

- Outgoing calls can be initiated from the TIPT UC-One Mac Desktop client if signed into TIPT UC-One.
- Please note that:Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for each user for TIPT UC-One.
  The TIPT UC-One Mac Desktop client uses SCA on the primary number assigned to your TIPT phone.
  The UC-One mobile client and the TIPT UC-One Mac Desktop client will require a SCA user each.
- Use the settings recommended in this guide.
- Changing any of the recommended settings may impact expected functionality.

HARDWARE REQUIREMENTS

- Voice Calls require headset/speakers with a microphone.
- Video call require a camera to be attached to your Mac.

CHAPTER 45
INSTALLING TIPT UC-ONE MAC DESKTOP CLIENT

Click on the following link ***TIPT UC-One MAC Desktop download*** to download the file used for installation. Click the link TIPT UC-One for MAC Desktop. Follow the prompts to download and install.

1. From the default message **"Do you want to Open or Save this file?"** click **Open**

   Installation will begin.

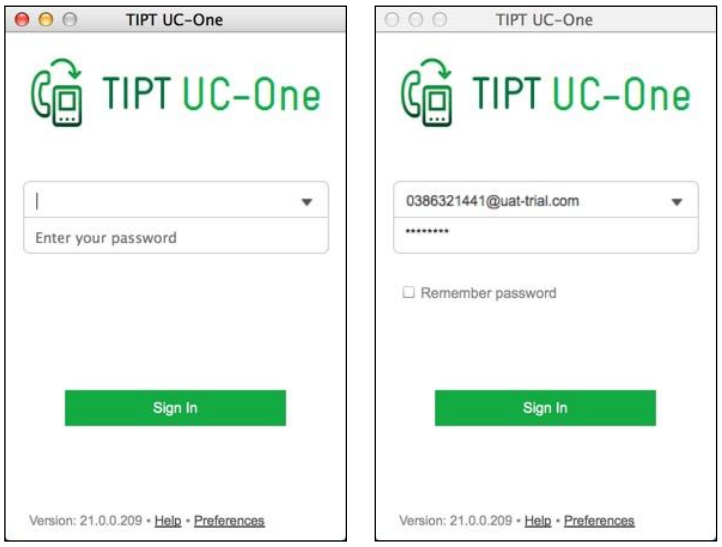
2. Once installation is complete, go to Applications to find **TIPT UC-One**
3. Click the **TIPT UC-One** icon and drag into the dock

CHAPTER 46
ACCESSING TIPT UC-ONE MAC DESKTOP CLIENT

SIGN IN

To log in to TIPT UC-One Mac Desktop Client

1. Left click on the TIPT UC-One icon from the Dock
2. Enter your **Username** and **Password**
   Your Username is your current TIPT toolbar username e.g.
   03XXXXXXXX@<yourcompanyname>.com
3. Click **Sign In**



Tip: For ease of use, select the options to remember password and to Sign in automatically. These settings can be changed at any time.

Refer to TIPT UC-One Icon Preferences and Settings - Preferences, General Tab.

SIGN OUT

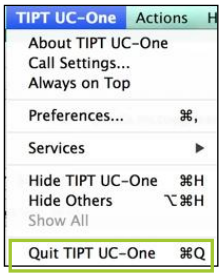
To sign out of TIPT UC-One

1. Click **Options** icon

2. Select **Sign Out**.
   TIPT UC-One will sign you out

Or

1. Click **TIPT UC-One** in your Task Bar



2. Select **Quit TIPT UC-One**
3. TIPT UC-One will sign you out and close the client.

Or

1. Click the **TIPT UC-One** icon in your Dock

2. Select **Quit**
3. TIPT UC-One will sign you out and close the client.

CHAPTER 47
RECOMENDED CONFIGURATION

CONFIGURATION SETTINGS

- When using the TIPT UC-One Mac Desktop client, incoming calls to your TIPT desk phone will also arrive on your Mac Desktop client and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your Mac Desktop client from your TIPT desk phone and vice versa.
- Outgoing calls can be initiated from the TIPT UC-One client if signed into TIPT UC-One.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for TIPT UC-One. The UC-One client uses SCA on the primary number assigned to your TIPT phone. The mobile UC-One client and the PC UC-One client will require a SCA user each.
- Changing any of the recommended settings may impact expected functionality.

SETTING	TIPT UC-ONE CLIENT	REASON FOR RECOMMENDED SETTING
Call Forwarding No Answer	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your TIPT desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail).
Call Forwarding Always	Off	Every call to your TIPT desk phone will be forwarded to the number configured. If turned on incoming calls will not ring on the UC-One mobile client but will ring on the device that has been configured, i.e. your mobile number.
Do Not Disturb	Off	If you turn Do Not Disturb on, calls will not arrive on your UC-One client but will go straight to Voicemail on your TIPT desk phone.
Remote Office	Off	If you turn Remote Office On calls made to your TIPT desk phone will arrive at the configured number, not your UC-One client.
TIPT Anywhere	Feature can be On, Enabled location - Off	If you turn TIPT Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the UC-One client will ring at the same time.

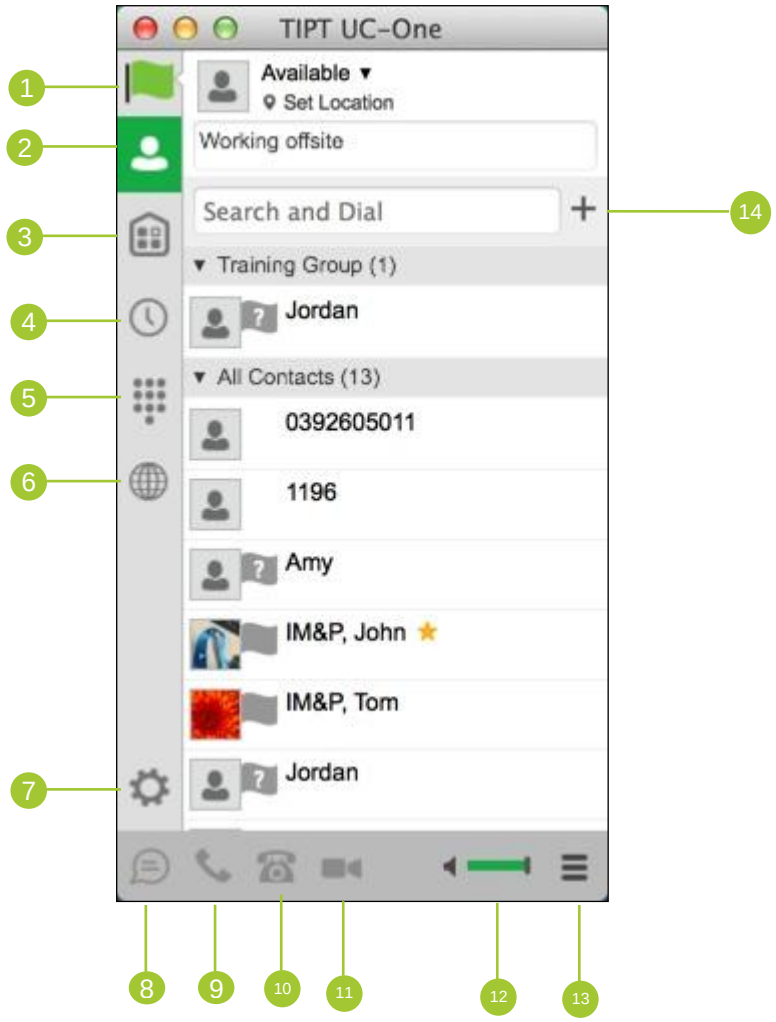
Simultaneous Ring Personal	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the UC-One client will ring at the same time when a call arrives through the UC-One client when turned On.

The following User settings are recommended for initial setup in CommPilot and/or the Telstra Telephony Toolbar

SETTING	TELSTRA TELEPHONY TOOLBAR / COMMPILOT	REASON FOR SETTING
Connected Line Identification Restriction	**On ***	
External Calling Line ID Delivery	**On ***	
Internal Calling Line ID Delivery	**On ***	
Call Waiting	**Off**	

*** Note :** If you don't want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

CHAPTER 48
TIPT UC-ONE MAC DESKTOP HOME SCREEN INTRODUCTION



1	Presence	8	Chat (IM)
2	Contacts	9	Call
3	My Room	10	Call from Phone
4	Communication History	11	Video Call
5	DialPad	12	Volume
6	Directory	13	Options
7	Call Settings	14	Add

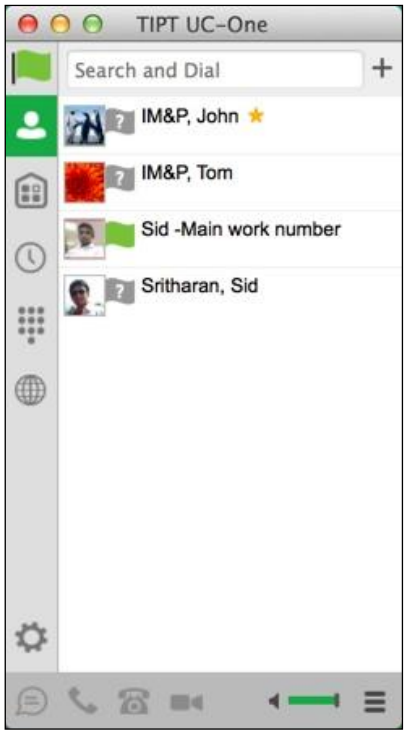
CHAPTER 49
MAC DESKTOP - CONTACTS AND COMMUNICATION HISTORY

TIPT UC-One allows the user to search all Contact Directories. These will include your Telephony Directory (Enterprise Directory), Outlook Contacts and Personal Contacts. You can click on a user to either call them or add them to a Group.

ICON	DETAILS
Contacts	Contacts displays a list of your contacts. As you use TIPT UC-One, you will modify contacts to suit your needs. These can be a combination of contacts from your Telephony Directory (Enterprise Directory), Outlook or contacts you have added using Add Contacts. Contacts is useful for: • Searching all contacts, including your Telephony Directory (Enterprise Directory) and Outlook contacts if you have it configured. • Listing your own contacts added from your Telephony Directory (Enterprise Directory), Outlook, or by using Add Contacts and entering the contacts details.
Communication History	Communication History lists your missed, received and placed calls made from any of your TIPT UC-One devices. The time and details of the call are also displayed.

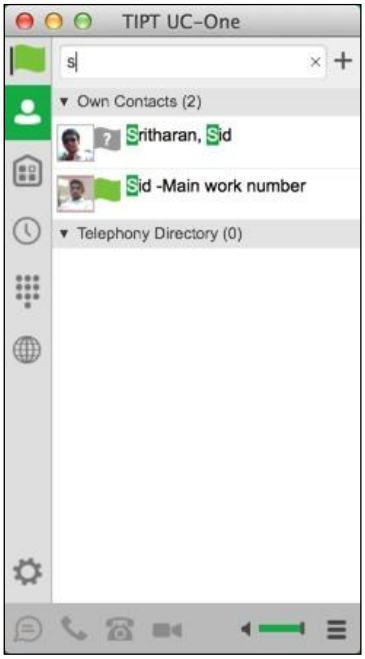
CONTACTS

Contacts display a list of all your contacts. Contacts that can be displayed are Enterprise, Personal and Outlook contacts.



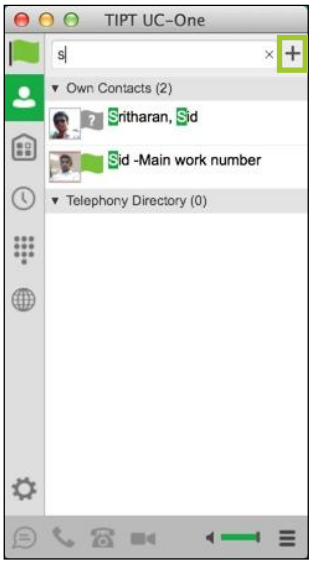
SEARCH CONTACTS

- Click **Contacts**
- Click in the **Search and Dial** field
- Type in the name of your contact.
  The search will begin as soon as you start entering the name. The search results will list Own Contacts and Groups, Telephony Directory (Enterprise Directory) and Outlook (if configured). The search results will be grouped according to the source the results are located in. If you have created Contact Groups, these will also be listed.



ADD OPTION

To add a Contact, Conference or Group, use the plus icon to the right of the **Search and Dial**. Some of these options are also available in other sections of TIPT UC-One.



ADD A CONTACT

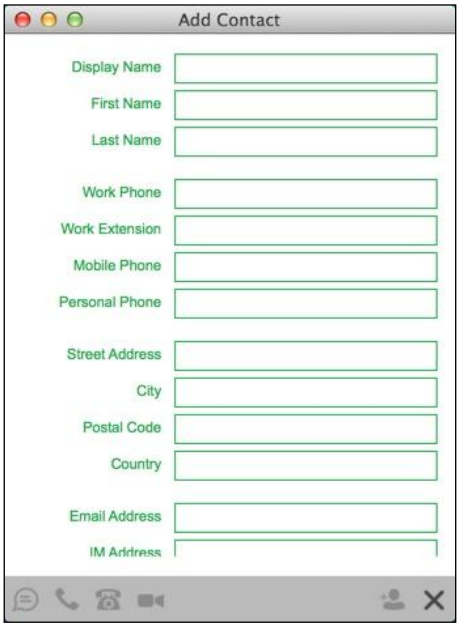
When you add a new contact, they will display on your home screen.

To add a new contact:

1. Click **Add** located to the right of the **Search and Dial field**

2. Select **Add Contact**

3. Complete the Add Contact form



4. Click **Add to Contact List** to save.

FIELD	DETAILS
Display Name	Enter the full name of the contact as you would like it to display on your screen.
First Name	Enter the First Name
Last Name	Enter the Last Name
Work Phone	Enter the work phone number
Work Extension	Enter the work extension number
Mobile Phone	Enter the mobile phone number
Personal Phone	Enter the personal phone number
Street Address	Enter the street address
City	Enter the city
Post Code	Enter the post code
Country	Enter the country
Email Address	Enter email address

FIELD	DETAILS
IM Address	Enter the IM address
Dial-in Number	Enter your VMR number
Conference ID	Enter the conference ID
Security PIN	Enter your Security PIN for the conference (if applicable).
Web Address	Enter the Web address

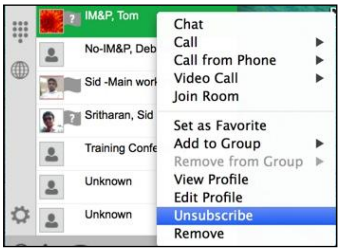
To add a contact to your Own Contacts from your Telephony Directory:

1. Search for the contact using the search and dial field.
2. Right click on the contact and select **Add Contact.**

SUBSCRIBE/UNSCRIBE

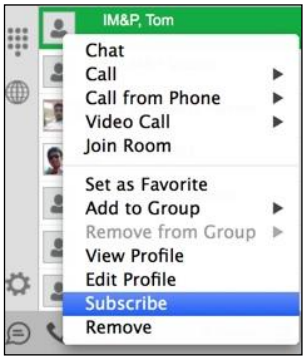
When you add a new contact to your contact list a request is automatically sent to allow you to view their presence. The contact needs to **accept** that request in order for you to see their presence. However if the contact is offline the presence request will be timed out. In order to view the contact's presence you need to:

1. **Right** click on the contact in your contact list and select **Unsubscribe**



Then

1. **Right** Click on the contact in the contact list and select **Subscribe**.

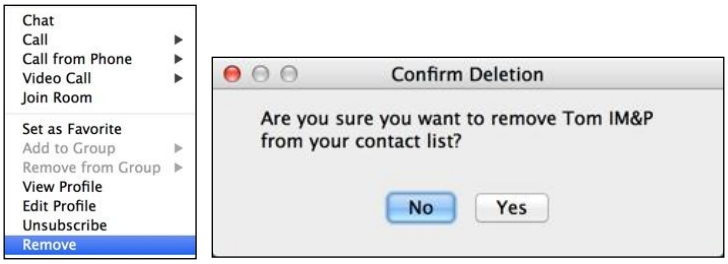


The request will once again be sent to the contact and they need to ***accept*** that request in order for you to see their presence.

REMOVE A CONTACT FROM THE CONTACT LIST

If you remove a contact that you have added as a new contact (using Add – Add Contact) this will remove and delete the contact. If the contact has been added from the Telephony Directory or Outlook, the contact will only be removed from the contacts list, not deleted from the Telephony Directory or Outlook.

1. **Search** for the contact.
2. **Right click** on the contact and select **Remove.**
3. Confirm that the contact is to be removed by clicking **Yes** in the alert that displays.



PLACE A CALL FROM YOUR CONTACT LIST

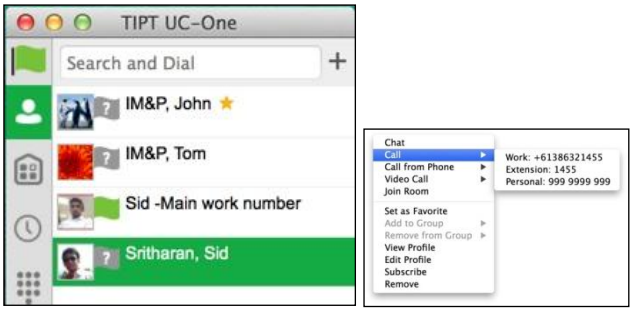
1. Double click on the contact and select
   When you double click on a contact you are able to select which type of call you will make; it will default to Chat (instant message)
2. The call will connect via your Mac Desktop.

Or

1. **Select** the contact by clicking on the name, once selected the name will highlight green
2. **Click** the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. **Right** click on the contact.
2. Select the type of call you want to make – **Call, Call from Phone or Video Call**. If there are multiple numbers associated with the contact you will be able to select which number to call.



Note: Video will only display as an option if you have a camera attached to your PC.

EDIT A CONTACTS DETAILS

1. **Right** click on the Contact
2. Select **Edit Profile**
3. Make the required changes
4. Click the tick to save changes
5. Click to close the window.

DELETE A CONTACT

1. **Right** click on the Contact
2. Select **Remove**
3. Confirm that the contact is to be removed by clicking **Yes** in the alert that displays:

ADD A CONFERENCE CONTACT

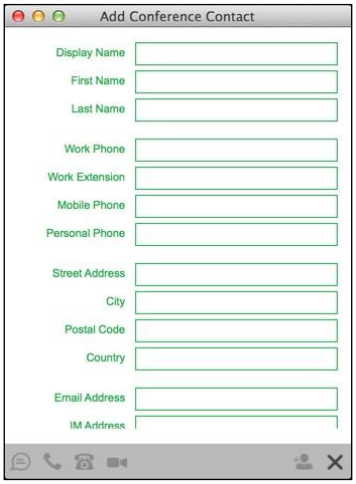
If there are conference numbers that you dial regularly, add the conference details to make dialling easy. When you select to call a conference or a contact on a conference number, the conference ID and PIN will also be entered by TIPT UC-One. The benefit of this feature is the reduced possibility of entering a lengthy conference ID incorrectly.

Conference details can be added as a new conference contact or as part of existing or new contacts details.

To add a new conference:

1. Click **Add**
2. Select **Add Conference**

3. Complete the conference details of the ***Add Conference Contact*** form.
4. Ensure the IM field is completed for internal contacts. For example 0386321441@uat-trial.com



0386321441@uat-trial.com

5. Click to save.

FIELD	DETAILS
Display Name	Add the Conference name.
Conference Number	Enter the Conference or VMR number
Conference ID	Enter the Conference ID associated with the Conference number.
Security PIN	Enter the Security PIN for the conference (if applicable).

CALL A CONFERENCE CONTACT

1. Double click on the Conference contact.
2. Click on the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. Select the Conference contact *(Contact will be highlighted green)*
2. Click on the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. **Right** click on the contact
2. Select the type of call you want to make – **Call, Call from Phone or Video Call**. If there are multiple numbers associated with the contact you will be able to select which number to call.

Note: When the call connects there will be a delay before the Conference ID starts to enter automatically.

ADD A GROUP

Setting up Groups helps you sort your contacts so you are able to quickly locate contacts.

To add a Group:

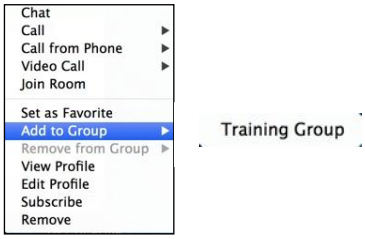
1. Click on **Add**
2. Click on **Add Group**
3. Enter the Group name, then select **OK**. The Group will now display in your contacts list.

To delete a Group:

1. **Right** Click on the Group name in the contacts list
2. Click on **Remove** and **Group name**
3. Select **Yes** to confirm the deletion

To add a contact to a Group

1. Locate the contact
2. **Right** click on the contact and select **Add to Group**, then select the Group they are to be added to.



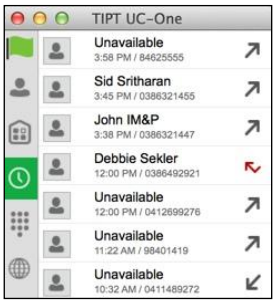
To remove a contact from a Group:

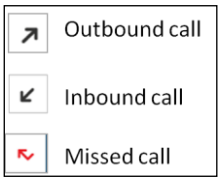
1. Locate the contact
2. **Right** click on the contact and select **Remove from Group**
3. Select the **Group** they are to be removed from.

COMMUNICATION HISTORY

Communication History lists your missed, received and placed calls made from any of your TIPT UC-One devices. The time and details of the call are also displayed. To view your Communication History:

1. Click **Communication History**





When you have an unseen missed call your Communication History icon will display a notification to alert you of the missed call. When you click on Communication History to view the missed call, the notifications will no longer display.

PLACE A CALL FROM COMMUNICATION HISTORY

1. **Double** click on an entry to make a call.

SET FAVOURITE CONTACTS

1. **Right** click on the contact and select **Set as Favorite.**

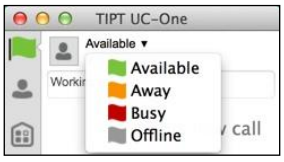
CHAPTER 50
USING TIPT UC-ONE PC DESKTOP PRESENCE, CHAT (IM) MY ROOM AND DESKTOP SHARING

TIPT UC-One allows the user to set their Presence (on-line status) to indicate whether they are **Available**, **Away**, **Busy**, **Offline**. Some Presence statuses will change automatically when in a **Chat Session** or **Meeting**. Chat allows you to chat one-on- one or with multiple individuals in a Chat Room.

ICON	DETAILS
	Presence allows you to indicate whether you are – **Available**, **Away**, **Busy**, **Offline** or in a **Chat Session**, **Meeting** or on a **Call**.
	Chat allows you to chat with one or multiple people
	My room gives you the ability to drag and drop contacts into the Chat Room for a group chat.
	Desktop Share allows you to share your desktop with multiple contacts

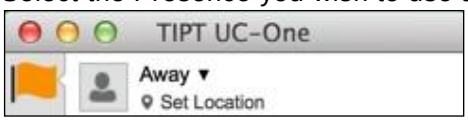
PRESENCE

Presence (online status) information allows you to change your status to indicate whether you are – Available, Away, Busy, Offline or in a Chat Session or Meeting or on a Call. To change your Presence:

1. Click on the **Presence** Icon
2. Click on the drop down to the right of your current Presence 

3. Select from **Available**, **Away**, **Busy** or **Offline.** Some Presence statuses will be changed automatically when you are involved in a Chat session, on the phone or in a meeting.

4. Select the Presence you wish to use and your Presence will automatically change.



CUSTOMISING MY PRESENCE INFORMATION

TO PERSONALISE THE MESSAGE ASSOCIATED WITH YOUR STATUS:

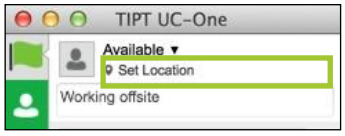
1. Click on the ***Presence*** Icon

2. Click into the text box below ***'Set Location'*** and type your message.

Or

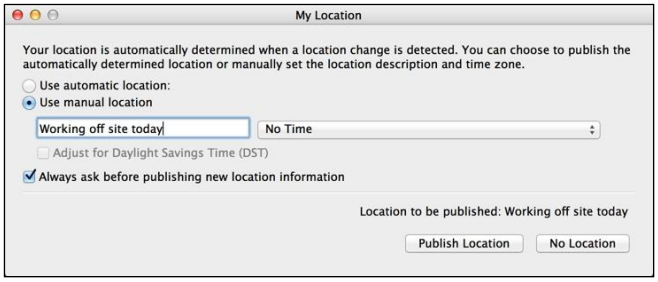
SET LOCATION

Allows you to customise your location.

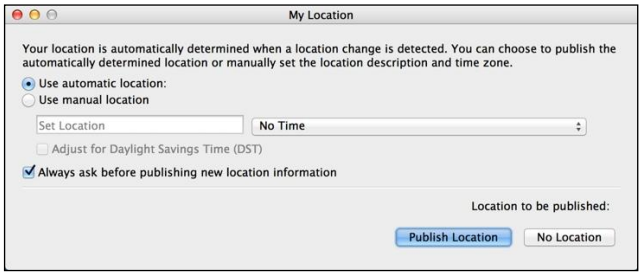
1. Click on **Set Location**. 

2. Select **Use Manual Location**

3. In the **Set Location** field type the customised presence.


My Location
Your location is automatically determined when a location change is detected. You can choose to publish the automatically determined location or manually set the location description and time zone.
Use automatic location:
Use manual location
Working off site today
No Time
Adjust for Daylight Savings Time (DST)
Always ask before publishing new location information
Location to be published: Working off site today
Publish Location
No Location

4. Click on **Publish Location**.


My Location
Your location is automatically determined when a location change is detected. You can choose to publish the automatically determined location or manually set the location description and time zone.
Use automatic location:
Use manual location
Set Location
No Time
Adjust for Daylight Savings Time (DST)
Always ask before publishing new location information
Location to be published:
Publish Location
No Location

Note: 'Use automatic location' is currently not supported.

START A CHAT SESSION

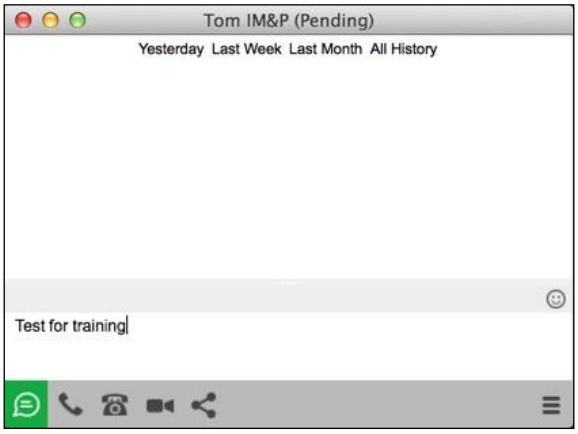
1. ***Double*** click on the contact name in the Contact List. The chat window will automatically open.

   Or

2. From your **Contacts** select the person or people you wish to chat with

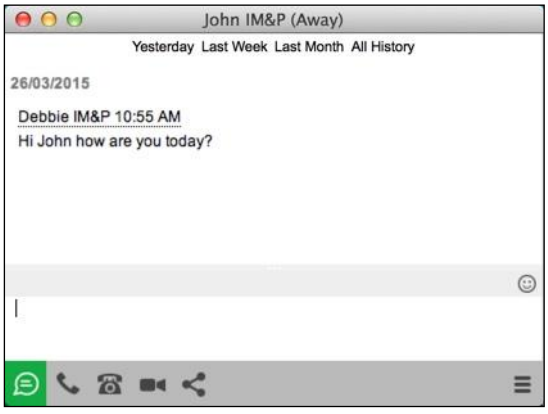
3. Click on Chat

4. Type your message in the lower part of the Chat window.

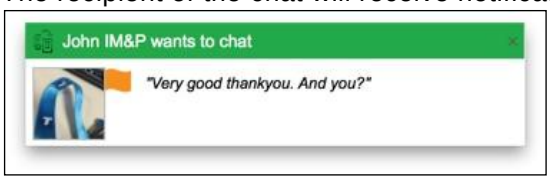


5. Tap the ***Enter*** key (on keyboard) and your message will be sent.

Note: The chat message will not be sent until you depress the **Enter** key.



6. The recipient of the chat will receive notification that you want to chat



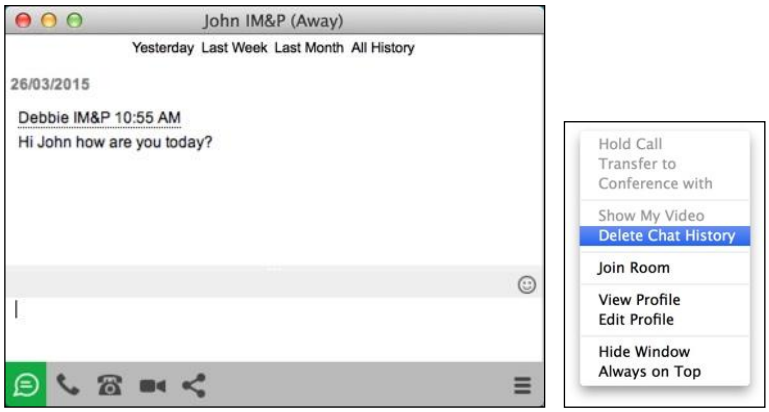
7. Click on the request and respond by typing the reply in the chat window and tap ***Enter***.

DELETING CHAT HISTORY

To delete your chat history.

1. In the Chat window select **Options**

2. Select Delete **Chat History**.



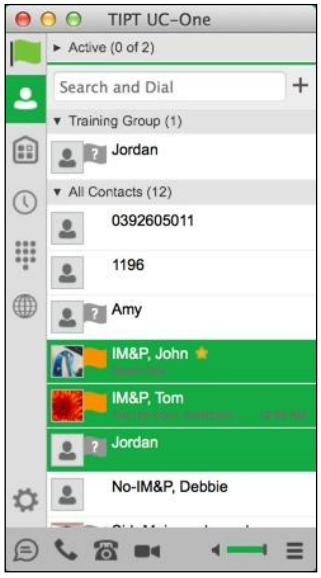
MY ROOM

My room gives you the ability to chat with multiple people. You can drag and drop contacts into the Chat Room to join the Chat session.

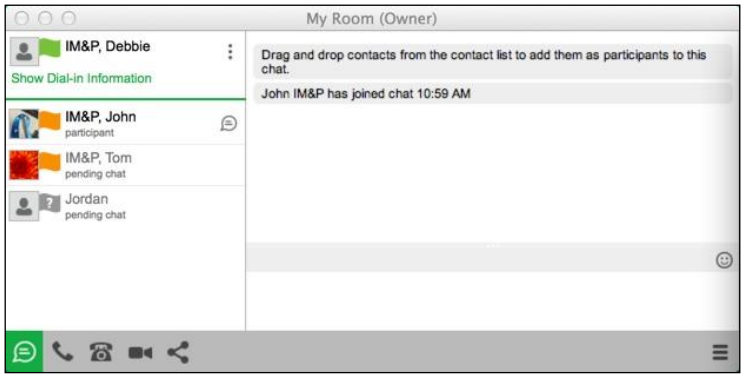
To start a group chat session:

1. Click on ***My Room***
My Room (Owner)
IM&P, Debbie
Show Dial-in Information
Drag and drop contacts from the contact list to add them as participants to this chat.

2. From the ***Contacts*** select the people you wish to involve in the Chat session. Use the ***Shift*** or ***Control*** key to select multiple people.

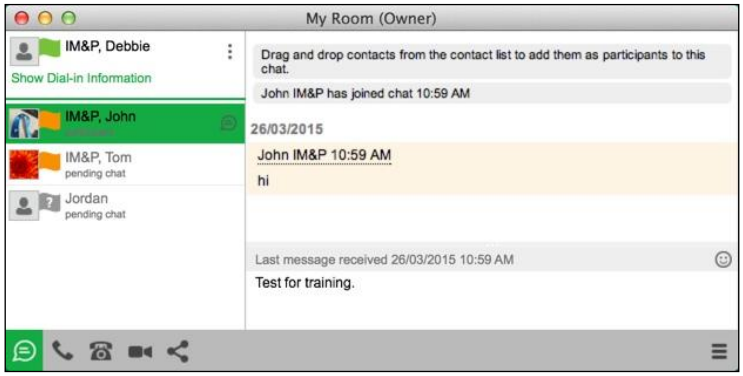


3. Drag and drop the selected contacts to the left of the ***My Room*** dialog box.



4. The recipients will receive a **My Room** request and must ***Click to accept***.

5. Start typing your message and tap the ***Enter*** key (on the keyboard) when you wish to send. All participants in ***My Room*** can view the message(s).



6. Click on the ***Close*** button when you wish to end the chat.

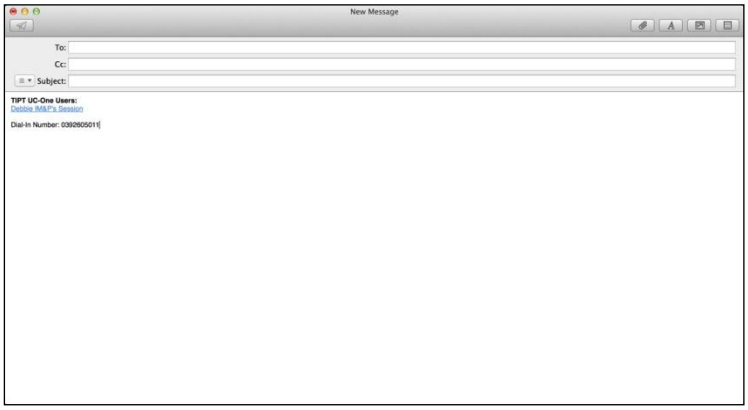
MY ROOM MORE OPTIONS

There are additional **My Room** features which are accessed by clicking on the **More** button in **My Room**.

COPY MY ROOM INVITATION

Allows you to copy the link from the **My Room** Chat session to a blank email message.

1. Select **Copy My Room Invitation.**
2. ***Create*** a new email message.
3. Select **Paste**. The group chat session link will now appear in the email and you can send the link to other contacts to join the group chat session.



This function is currently not supported.

EMAIL MY ROOM INVITATION

Allows you to email a link to the group chat session.

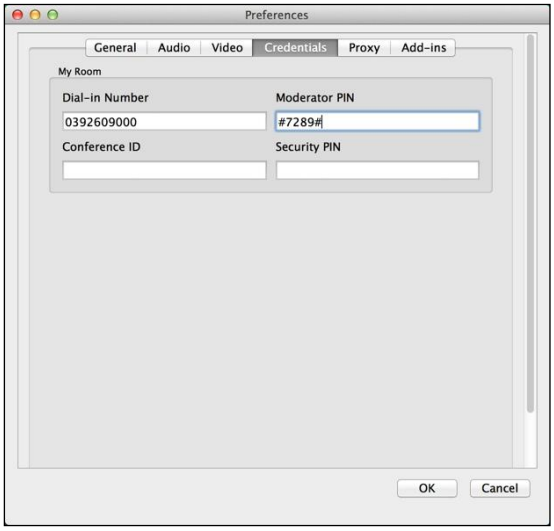
This function is currently not supported.

CONFIGURE MY ROOM

Allows you to add your VMR conference number and Moderator PIN.for use in My Room group communications or video conferences.

1. Select **More**

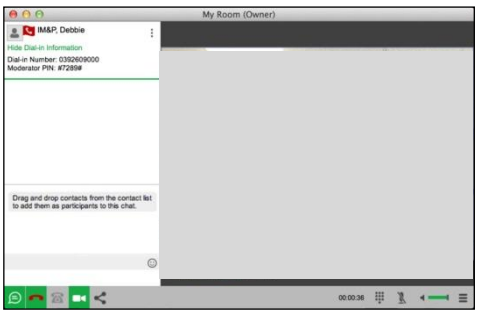
in My Room
2. Select **Configure My Room.**
3. Add the Dial-In Number and Moderator PIN and click **OK**



USING THE TIPT VIRTUAL MEETING ROOM SERVICE

To use the VMR conference meeting room service:

1. Tap ***My Room***.
2. Drag and drop the meeting participants to ***My Room***
3. Tap ***Video Call*** or ***Call***
4. The VMR Number will connect and you have joined the meeting.



5. Click on the ***End Call*** button at any stage to end the meeting.

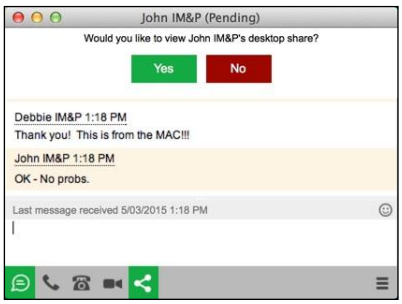
DESKTOP SHARING

Desktop sharing gives you the ability to share your desktop with one or multiple people. You can share your desktop from within **My Room** whilst you are having a one-on-one chat or a group communication session.

1. Click on **My Room** and add the contacts you wish to desk to desktop share with.
2. Click on the **Share Desktop** button

   This will send a notification to the **My room** participants that you wish to share your desktop.

3. Click on the **request to accept**.
4. Click on **Yes**


John IM&P (Pending)
Would you like to view John IM&P's desktop share?
Yes
No
Debbie IM&P 1:18 PM
Thank you! This is from the MAC!!!
John IM&P 1:18 PM
OK - No probs.
Last message received 5/03/2015 1:18 PM

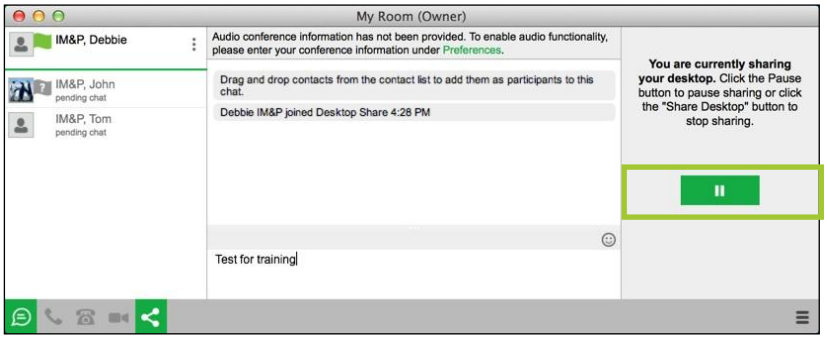
5. Once the recipients have accepted the sharing request. Click on the **Play** button to start the sharing process

My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
IM&P, John
pending chat
IM&P, Tom
pending chat
IM&P, John
28 PM
Click the play button to start sharing your desktop.
Test for training

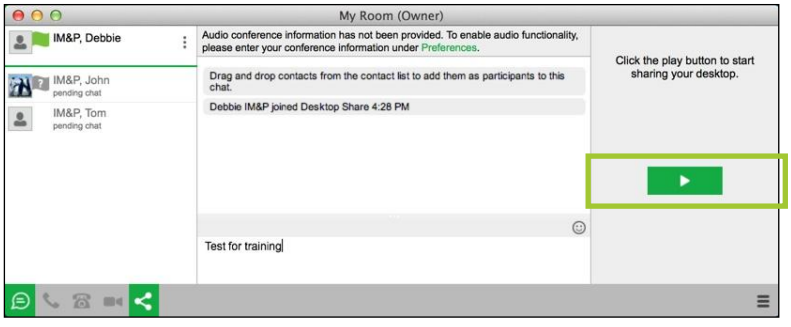
6. You are now sharing your desktop

7. You have the ability to Chat with the group as you desktop share. Type in the chat window left corner of the screen.

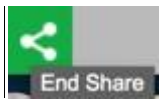
8. Click on the **Pause** button at any stage to pause the sharing


My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
IM&P, John
pending chat
IM&P, Tom
pending chat
Drag and drop contacts from the contact list to add them as participants to this chat.
Debbie IM&P joined Desktop Share 4:28 PM
You are currently sharing your desktop. Click the Pause button to pause sharing or click the "Share Desktop" button to stop sharing.
Test for training

9. Click on the **Play** button to resume the desktop sharing.


My Room (Owner)
IM&P, Debbie
Audio conference information has not been provided. To enable audio functionality, please enter your conference information under Preferences.
IM&P, John
pending chat
IM&P, Tom
pending chat
Drag and drop contacts from the contact list to add them as participants to this chat.
Debbie IM&P joined Desktop Share 4:28 PM
Click the play button to start sharing your desktop.
Test for training

10. Click on the **Desktop sharing** button at any stage to end the desktop sharing session.



11. Close the **My Room** window.

CHAPTER 51
USING TIPT UC-ONE MAC DESKTOP CLIENT FEATURES

PLACE A CALL

There are a number of ways you can make a call from TIPT UC-One.

PLACE A CALL USING YOUR CONTACTS

When you double click on a contact you are not able to select which type of call you will make; it will default to a voice call. The call will connect via your MAC Desktop.

Or

1. Select the contact
2. Click on the call icon at the bottom of the screen for the type of call you want to make – **Call, Call from Phone or Video Call.**

Or

1. **Right** click on the contact
2. Select the type of call you want to make – **Call, Call from Phone or Video Call**.
   If there are multiple numbers associated with the contact you will be able to select which number to call.

Note: Video will only display as an option if you have a camera attached to your desktop PC.

PLACE A CALL FROM COMMUNICATION HISTORY

1. **Double** click on an entry to make a call.

DIAL AN AD-HOC NUMBER

1. Click on the key pad
2. **Enter** the number using the displayed dialler keypad or on your keyboard
3. Select **Call** or **Call from Phone** or **Video Call icon** on the displayed dialler.

Note: The quality of your microphone will impact the quality of your call.

RECEIVE A CALL

When there is an incoming call a call pop up will display on your screen.

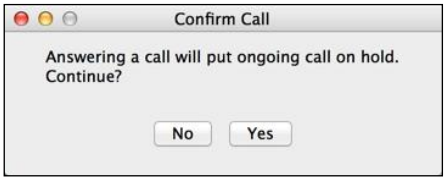
1. Click on the **green** button to **answer** the call or click on the **red** button to **reject** the call

Note: If there is no camera attached to your PC voice call will be the only option displayed for answering the call.

CALL WAITING

To answer a second call, while you are on an active call:

1. Click on the **green** button to **answer** the call *or* **Click** on the **red** button to **reject** the call
2. If you select to answer the call the following alert will display.
   "***Answering a call will put ongoing call on hold. Continue?"***
3. **Click Yes** to continue or **No** to reject the call



Note1: If your first call is already held, the alert will not display and the call will answer immediately.

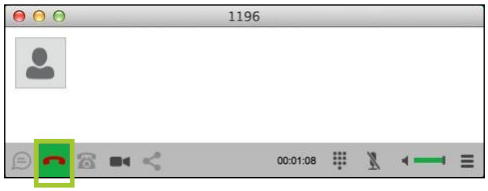
Note 2: Call Waiting must be activated for feature to work.

Note 3 : Turning call waiting on will be reduced the quality of your first call if you receive a second call.

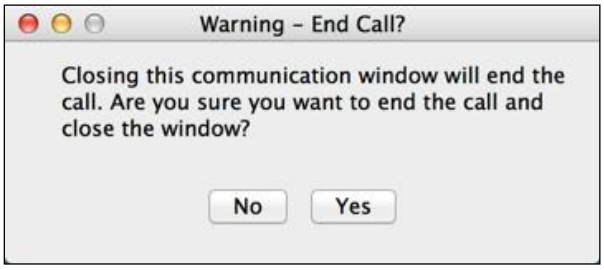
END A CALL

To end a call:

1. Click on the **green button** on the TIPT UC-One home screen or in the call dialogue box



Note: If you click on the X on the top left of the dialogue box you will receive the following notification. Select OK to end the call, or Cancel to continue the call.


Warning – End Call?
Closing this communication window will end the call. Are you sure you want to end the call and close the window?
No
Yes

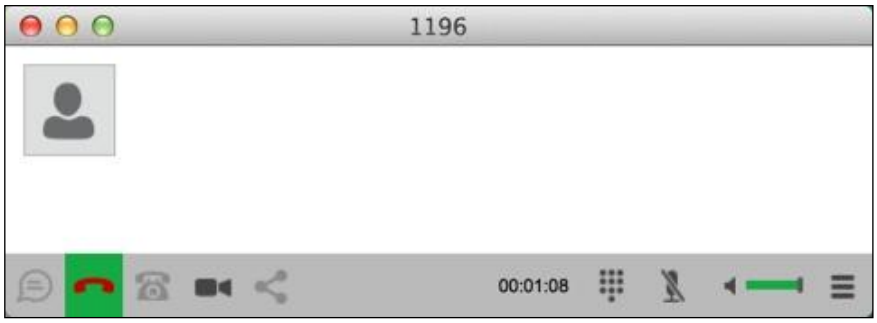
ACTIVE CALL OPTIONS

When you have an active call in place you can use the following call control features.
Some of these options are displayed on both the TIPT UC-One home screen and in the in the active call window.

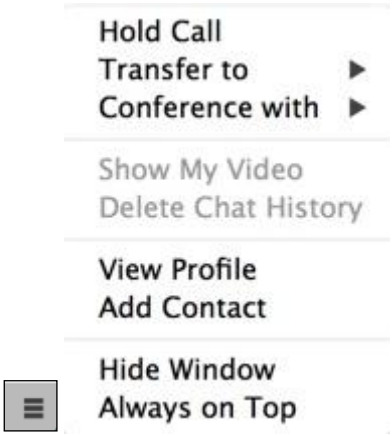
The picture below displays the TIPT UC-One home screen during an active call.
The options available are:

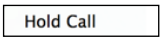
- End call
- Mute
- Hold

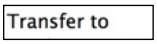
The picture below is an active call window.
There are more call options available in the active call window than from the TIPT UC-One home screen.
The options available are:

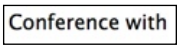


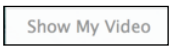
- Chat
- End call
- Call from Phone
- Video Call
- Desktop Share
- Dialler
- Mute
- Volume

- Options 

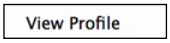
  - Hold 

  - Transfer to 

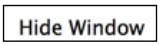
  - Conference with 

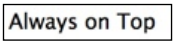
  - Show my Video 

  - Delete Chat History

  - View Profile 

  - Add Contact

  - Hide Window 

  - Always on Top 

HOLD A CALL

From the TIPT UC-One home screen:

1. Click the **Hold** icon

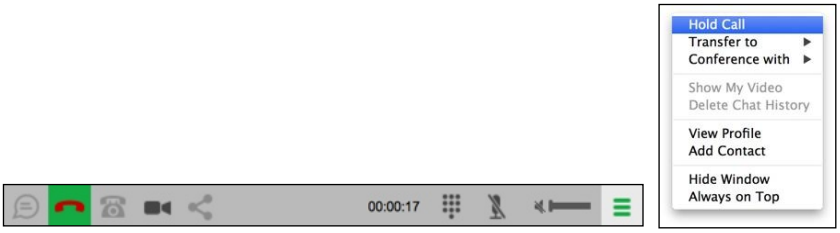
To take the call off hold from the TIPT UC-One home screen

1. Click the **Unhold** icon

Or

From the active call window to place a call on hold:

1. Click **Options**
2. Select **Hold Call.**



To take the call off hold from the active call window:

1. Click **Options**
2. Select **Unhold Call.**

STOP DISPLAYING VIDEO AND CONTINUE CALL AS A VOICE CALL

If you are on a video call and do not wish to display outgoing video (essentially muting your video):

1. Click the video icon

HIDE MY VIDEO

To hide the picture in picture (PIP) that is displayed during a video call:

1. Click on **Options**
2. Select **Hide My Video.**

If you have hidden your video and would like to now display video:

1. Click on **Options**
2. Select **Show My Video.**

CONFERENCE CALL

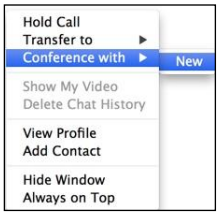
A Conference call is also referred to as a Group Communication call.
This helps distinguish it from a Conference call where you dial in using a conference number and conference ID.

There are two types of conference calls you can initiate in TIPT UC-One:

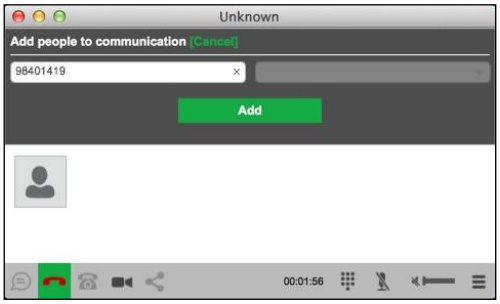
- a group communication call where you add in contacts from your directories
- a configured group call to all members of a selected group.

To begin a conference call

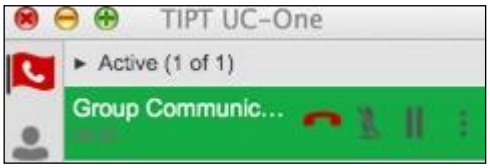
1. While on an active call, in the active call window click **Options** and then **Conference with** then **New**

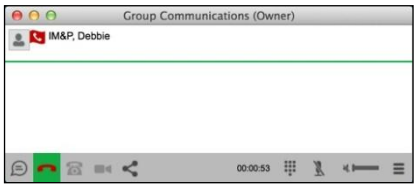


2. Enter the number or name of the new party you wish to add to the call in the **Search and Dial** field



3. Click on **Add**
4. The call will display as a **Group Communication.**





To combine two separate calls into a conference call:

1. With two calls in place, with one call on hold and the other call active, click on **Options** in the active call dialogue window, select **Conference with.**
2. Enter the number of the party you wish to add to the call in the ***Search and Dial*** field.

3. Click on **Add**

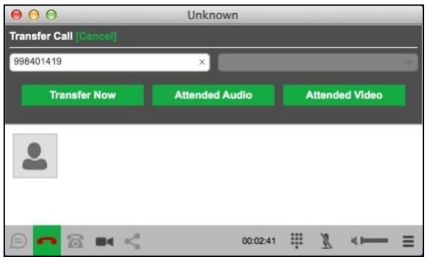
4. The call will display as a **Group Communication.**

TRANSFER A CALL

To complete a blind transfer:

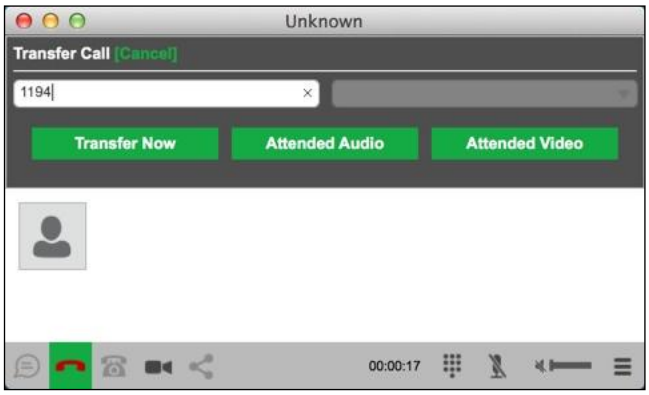
1. While on an active call, on the active call window click **Options** and then **Transfer to** and **New**

2. Enter in the number or name of the party the call is to be transferred to
3. Click on **Transfer Now**



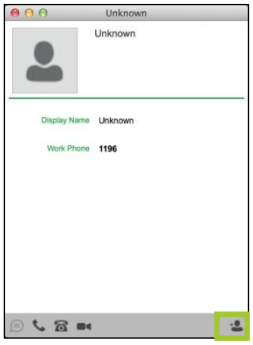
To complete an announced transfer:

1. While on an active call, on the active call window click **Options** and then **Transfer to, New**
2. Enter in the number or name of the party the call is to be transferred to
3. Click on **Attended Audio**. When the third party answers announce the call and click on **Transfer**.



VIEW PROFILE

1. While on an active call, from the active call window click **Options** and then **View Profile**
2. The details for the contact will display



To add the contact to your contacts directory

1. Click on **Add to Contact list** .

MUTING YOUR MICROPHONE

Muting your microphone will stop the caller from hearing you, but you are still able to hear the caller.

1. Click on the **Mute** button either from the TIPT UC-One home screen or the active call window. The button will then display green to indicate it is active
2. To un-mute, click on the **Mute**

button again.

VOLUME CONTROL

The volume button will control the volume of the call.

You can adjust the volume using the slider bar, this feature only displays on the active call window. Hover over **Speaker** button to activate Volume Control.

Or

You can turn the volume off by clicking on the volume button.
When the volume is turned off, the volume button will display as follows.

VOICEMAIL

Providing you are using TIPT Voicemail, when a call has not been answered it will forward to your TIPT voicemail service. TIPT UC-One will alert you of the voice mail by displaying the number of available voicemails next to the Communication History icon . When you click on the Communication History icon an alert will be displayed at the top of the screen indicating the number of new voicemails.

To retrieve a voicemail using TIPT UC-One:

1. Click on the **Communication History** icon
2. Click on the **Voicemail Alert**
3. The call will connect to your TIPT voicemail service

CHAPTER 52
MAC DESKTOP - PREFERENCES AND SETTINGS

To access your settings and preferences click on the **Call Settings** button and select **Call Settings**.

CALL SETTINGS

The features currently available are: TIPT Anywhere, Remote Office, Forward Calls, Do Not Disturb, Hide Number and Simultaneous Ring Personal.

TIPT ANYWHERE

User Case:

You are on a call on your TIPT desk phone, the call is going longer then you expected and you need to leave the office and continue the call on your mobile. You can *Pull* the call to your preconfigured mobile phone to continue the call without interruption. If the reverse is the case and you are on a call on your mobile and want to continue the call on your desk phone, dial *11 on your TIPT desk phone to *Pull* the call to the desk phone.

TIPT Anywhere and UC-One

The recommended settings are to have TIPT Anywhere turned off. This is to prevent confusion when an incoming call is received.

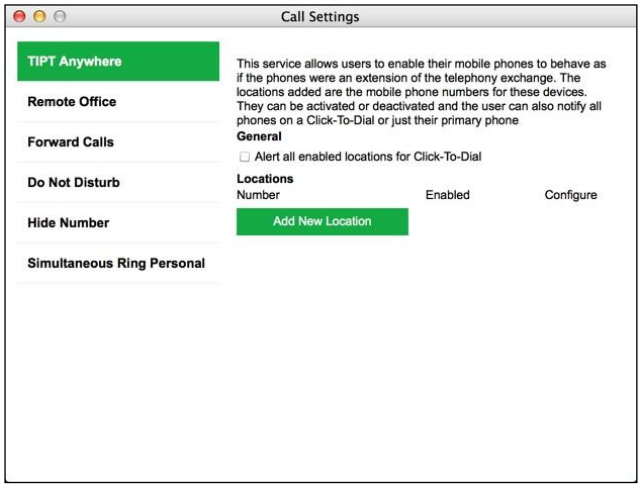
When TIPT Anywhere is disabled calls will arrive on the UC-One client.

In the scenario where the mobile device your TIPT UC-One client is installed on, is the same as the number specified in the TIPT Anywhere settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To configure TIPT Anywhere:

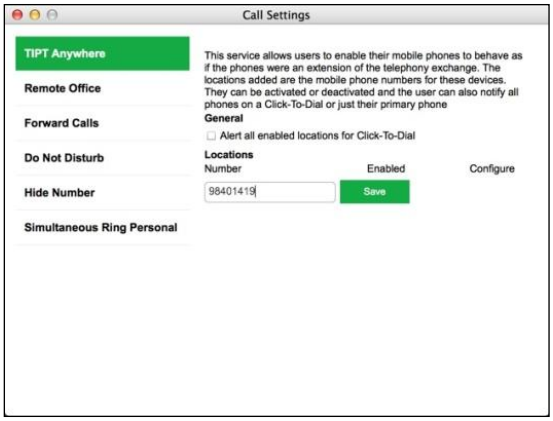
1. Click on the **Call Settings** button and select **Call Settings**.

2. Select **TIPT Anywhere**


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows users to enable their mobile phones to behave as if the phones were an extension of the telephony exchange. The locations added are the mobile phone numbers for these devices. They can be activated or deactivated and the user can also notify all phones on a Click-To-Dial or just their primary phone
General
Alert all enabled locations for Click-To-Dial
Locations
Number
Enabled
Configure
Add New Location

3. Click **Add New Location**

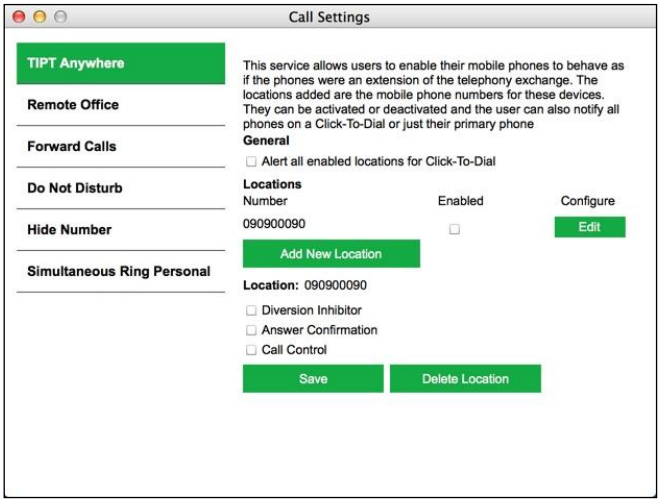
4. Enter the number for the new location and click **Save**


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows users to enable their mobile phones to behave as if the phones were an extension of the telephony exchange. The locations added are the mobile phone numbers for these devices. They can be activated or deactivated and the user can also notify all phones on a Click-To-Dial or just their primary phone
General
Alert all enabled locations for Click-To-Dial
Locations
Number
Enabled
Configure
98401419
Save

5. Click **Edit** to configure the location.

The options are:

- **Diversion Inhibitor** – If enabled Diversion Inhibitor will stop calls being forwarded to your mobiles voicemail or other location if set.
- **Answer Confirmation** – When enabled, upon answering a call you will be prompted to press a key to confirm that the call has been answered by you and not voicemail. This is also helpful to alert that the call is a work related call.
- **Call Control –** When enabled determines that call control options are to be performed by the TIPT Anywhere location device rather then your TIPT desk phone settings.


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows users to enable their mobile phones to behave as if the phones were an extension of the telephony exchange. The locations added are the mobile phone numbers for these devices. They can be activated or deactivated and the user can also notify all phones on a Click-To-Dial or just their primary phone
General
Alert all enabled locations for Click-To-Dial
Locations
Number
Enabled
Configure
090900090
Edit
Add New Location
Location: 090900090
Diversion Inhibitor
Answer Confirmation
Call Control
Save
Delete Location

6. Click **Save**
7. Check the **Enabled** check box to activate the feature as per the required number/s
8. Click to close the window.

To disable TIPT Anywhere:

1. Click on the **Call Settings** button

2. Deselect the **TIPT Anywhere** number

To delete a TIPT Anywhere location:

1. Click on the **Call Settings** button
2. Select **TIPT Anywhere** and **Configure**
3. Click **Edit** for the location you want to delete
4. Click **Delete Location**
5. You will be prompted ***You are about to delete a location. Are you sure you want to continue?*** Click **OK**

3. Click to close the window.

REMOTE OFFICE

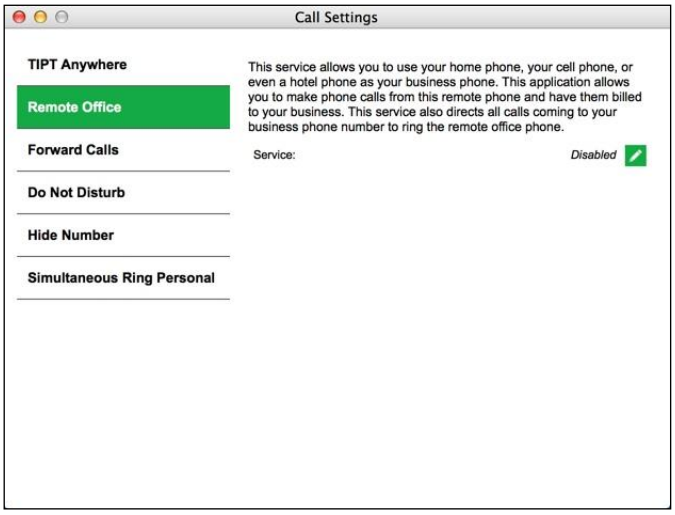
User Case:

Molly will be travelling interstate to follow up with clients. Molly always gives her clients her TIPT desk phone number. While Molly is interstate, she enables Remote Office so all calls to her business phone number will be received on her mobiles native dialler. When Molly initiates a call from the TIPT UC-One, her business phone number will be displayed to the caller. Molly likes to use the Remote office feature since she only has to give her clients her business phone number and still not miss a call when away from the office.

Remote Office and UC-One

The recomneded settings are to have Remote Office turned off. If Remote Office is enabled calls to your desk phone will not arrive through the UC-One client, the calls will only ring on the device Remote Office has been configured with, i.e. your mobile number or other listed number.

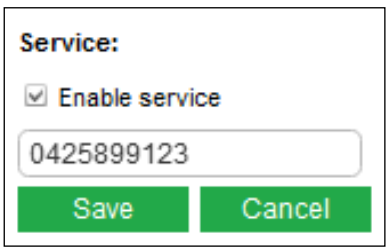
The call will not arrive on the PC desktop client at all in this scenario.


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows you to use your home phone, your cell phone, or even a hotel phone as your business phone. This application allows you to make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone number to ring the remote office phone.
Service:
Disabled

To enable Remote Office:

1. Click on the **Call Settings** button and select **Remote Office.**
2. Select **Configure**
3. Click the **Edit** icon

4. Check **Enable** service and enter the remote office number in the phone number field.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
5. Click **Save**



6. The screen will display the changes
7. Click to close the window.

To Disable Remote Office

1. Click on the **Settings** button which will indicate **Remote Office enabled**.
2. Select **Remote Office** and **Disable.**

Tip: When a Remote Office phone number has been assigned, it will be remembered the next time Remote Office is enabled; this number can be deleted or changed at any time.

The Remote Office number can be changed at any time. To change the number:

1. Click on the **Call Settings** button and **Remote Office.**
2. Select **Configure**
3. Click the **Edit** icon

4. Change the number in the phone number field.
   The preferred phone number format is: 03xxxxxxxx or 04xxxxxxxx.
5. Click **Save**
6. Click to close the window.

Note 1: For an incoming call, if the Simultaneous Ring and Remote Office features are enabled concurrently, each of the assigned Simultaneous Ring phone numbers will ring at the same time as the Remote Office location.

Note 2: For an incoming call, if the Always forward feature is enabled, the assigned number for Always forward will ring and not the Remote Office location

To make a call when remote office is enabled:

1. Use **TIPT UC-One** to make a call
2. The assigned Remote Office phone will ring
3. **Answer** the Remote Office phone
4. The call will be connected to your outbound contact (caller)
5. When you have completed the call, hang up the phone to disconnect the call.

FORWARD CALLS

The Call Forward feature automatically forwards incoming calls (from your TIPT desk phone) to an alternate phone number that is configured.

Calls can be forwarded to a colleague or your mobile if you are away from the office.

Call Forward Always User Case 1:

Gloria will be on leave for two weeks. Gloria's manager, Brian has agreed that he will take her calls while she is away. On her last day of work, Gloria signs in to TIPT UC-One and enables the *Call forward always* feature and assigns Brian's number in the phone number field. All of Gloria's calls are automatically forwarded to Brian. When Gloria returns from her leave she disables the *Call forward always* feature, so she can again receive calls on her business phone.

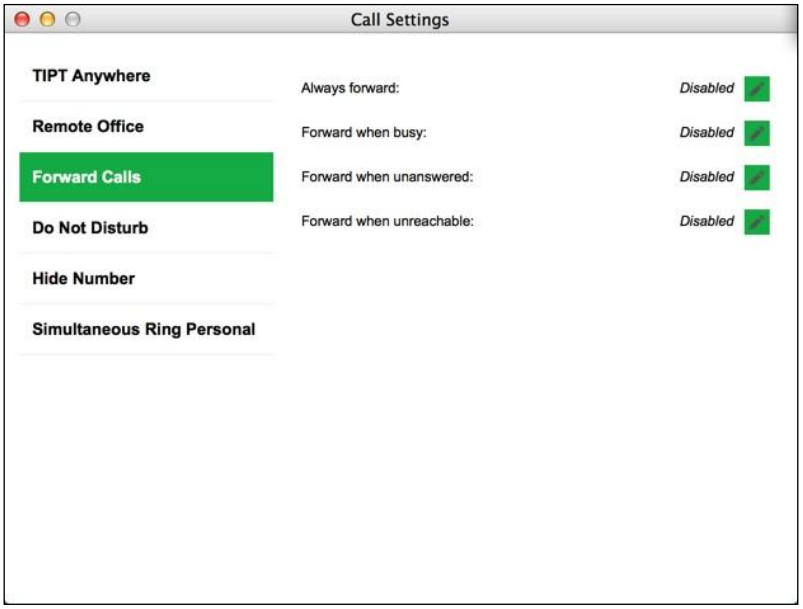
Call Forward No Answer User Case 2:

William is often not at his desk and misses a lot of calls that come through to his business phone. To help improve his contact ability, William enables *Call forward no answer* to his mobile phone number. This way, if William is at his desk he is able to answer the call on his business phone. If he is not at his desk and there is a call to his business phone it will be forwarded to his mobile phone number.

Call Forward Unreachable User Case 3:

Glen's business is in an area where there are frequent disturbances to the electricity network. To prevent his business being unable to continue when these disturbances occur Glen has enabled *Call forward when unreachable* and entered the number as his mobile phone into the relevant field. If there are any outages, all of his business calls will automatically be forwarded to his mobile phone.

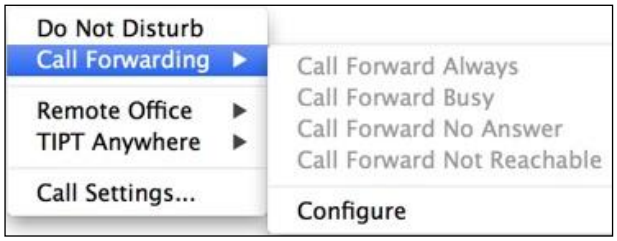
FORWARDING TYPE	DESCRIPTION
Call Forward Always	Every call to your TIPT desk phone will be forwarded to the number configured
Call Forward Busy	All calls will be forwarded only when the TIPT desk phone being called is busy
Call Forward No Answer	All calls will be forwarded to the configured phone number when your TIPT desk phone is not answered after a certain number of rings.
Call Forward not reachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available



All Forward Calls options are disabled by default.

To enable **Call Forwarding**

1. Click on the **Call Settings** button and **Call Forwarding**
2. Select the option you wish to use or select **Configure** for more options



3. Identify which type of forwarding you need to enable and click **Edit**

for your selection
4. Check **Enable Service**
5. Enter a phone number for incoming calls to be forwarded.
   The preferred phone number format is: 03xxxxxxxx or 04xxxxxxxx.
6. Click **Save**
7. Click to close the window.

To Disable

1. Click on the **Call Settings** button which will indicate **Call forwarding enabled**.

2. **Deselect** the selected option

Tip: You can leave the Call forwarding number previously entered in the field for when you next enable Call forwarding, otherwise delete the number from the field so another number can be entered next time you enable the Call forwarding feature.

DO NOT DISTURB (DND)

If you activate this service all calls will be blocked by the server. You can forward all or some calls if you choose to use other call forwarding services

User Case:

Dasha will be in a meeting and does not want to receive any incoming calls. By activating Do Not Disturb people within the enterprise can see that Dasha is not available. Any incoming calls will immediately be sent to voicemail.

To enable to **Do Not Disturb**:

1. Click on the **Call Settings** button and **Do Not Disturb.**

2. The call settings button will indicate **DND** is enabled.

To Disable

1. Click on the **Call Settings** button and deselect **Do Not Disturb**

HIDE NUMBER

By default, your number is displayed to the called party. When the Hide Number feature is enabled your number is hidden from the display of the called party. When enabled, Hide Number only works for calls to contacts external to your business.

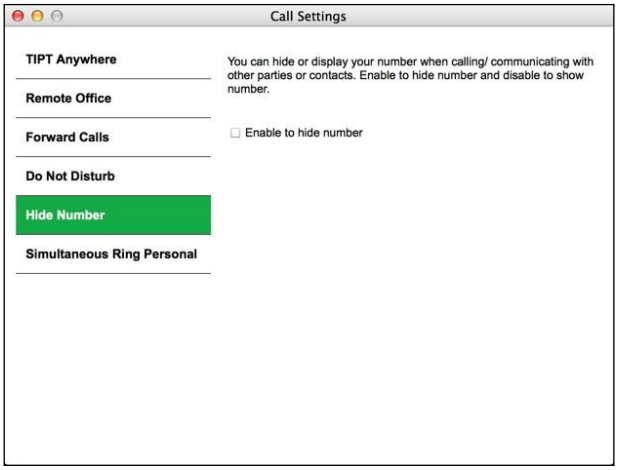
Calls to colleagues at your business site will still see your TIPT number displayed.

User Case:

Taylor is part of a call centre that also makes outbound calls. When making outbound calls to clients, Taylor sets Hide Number so clients will call back on the call centre number and not Taylor's direct line.

To enable to Hide Number:

1. Click on the **Call Settings** button and select **Call Settings**.
2. Select **Hide Number**
3. Check **Enable to hide number**


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
You can hide or display your number when calling/ communicating with other parties or contacts. Enable to hide number and disable to show number.
Enable to hide number

4. Click to close the window

To disable **Hide Number**:

1. Click on the **Call Settings** button and select **Call Settings**.
2. Select **Hide Number**
3. Uncheck **Enable** to hide number
4. Click to close the window

SIMULTANEOUS RING PERSONAL

The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number. This feature ensures incoming calls are not missed and can be answered from other phones.

> **Note:** If the remote phone has voicemail enabled and picks up the call before your business phone voicemail answers, your voicemail messages will be located on your remote phone voicemail.

User Case:

Anthony is not always at his desk to answer calls on his business phone. Anthony's department prefers all calls to be answered promptly and not forwarded to message bank. Anthony enables the *Simultaneous Ring* feature and assigns his mobile phone as one of the other numbers. This way, Anthony is able to answer an incoming call on either phone.

Simultaneous Ring Personal and UC-One

The recomneded settings are to have Simultaneous Ring Personal turned off. This is to prevent confusion when an incoming call is received.

When Simultaneous Ring Personal is disabled calls will arrive on the UC-One client.

In the scenario where the mobile device your TIPT UC-One client is installed on is the same as the number specified in the Simultaneous Ring Personal settings, the call will arrive through the UC-One client, and it will also arrive on your mobile devices native dialler. Effectively there will be two calls being presented on

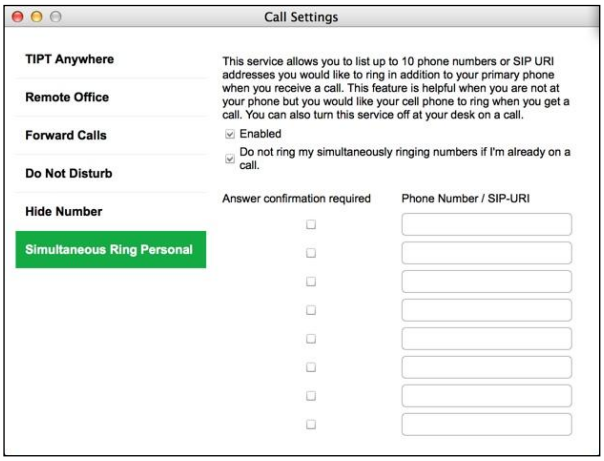
the mobile device at the same time. There will be a small delay between the calls presenting. The UC-One call will arrive first, then the same call will arrive on the native dialler.

To enable Simultaneous Ring Personal:

1. Click on the **Call Settings** button and select **Call Settings.**
2. Select **Simultaneous Ring Personal**
3. Check the **Enabled** checkbox
4. If required, check **Do not ring my Simultaneously Ringing Numbers if I'm already on a call**

> **Note:** This will only work for calls answered on the primary phone.

5. If required, check the **Answer confirmation required** checkbox to ensure that the call will be connected to a live party, or rolls over to the user's voicemail. If the Answer Confirmation check box is selected, the answering party will be prompted to enter a confirmation digit before getting connected to the calling party. All other phones will ring until the confirmation digit has been entered. When a confirmation digit has been entered, the call is connected and the other number destinations stop ringing.
6. Enter the Phone number.
   If there is a leading 0 in the number being entered, please do not enter the 0. For example the number 0419 XXX XXX would be entered as 419 XXX XXX.
7. **Scroll down** and click **OK**
8. Click to close the window.


Call Settings
TIPT Anywhere
Remote Office
Forward Calls
Do Not Disturb
Hide Number
Simultaneous Ring Personal
This service allows you to list up to 10 phone numbers or SIP URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn this service off at your desk on a call.
Enabled
Do not ring my simultaneously ringing numbers if I'm already on a call.
Answer confirmation required
Phone Number / SIP-URI

> **Note:** The Forward Always feature when enabled will take precedence over the Simultaneous Ring feature. Forward when busy, Forward when unanswered and Forward when unreachable will allow Simultaneous Ring feature to operate.
>
> Simultaneous Ringing is invoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office location.

To disable **Simultaneous Ring Personal:**

1. Click on the **Call Settings** button and select **Call Settings**.
2. Select **Simultaneous Ring Personal**
3. Uncheck the **Enabled** checkbox
4. Scroll down and click **OK**
5. Click to close the window.

PREFERENCES

There are six tabs on the Preferences screen, General, Audio, Video, Credentials, Proxy and Add-ins. To change options click the relevant tab.

1. Select the **Options** button and **Preferences.**

GENERAL

Click the General tab to display the following options:

SETTING	OPTIONS
Language	Set the language. English is the supported language.
Log In	Activate or deactivate Sign in automatically. Activate or deactivate run this program when the system starts.
Confirmations	Activate or deactivate for the system to Ask before removing a contact. Activate or deactivate to ask before removing history record. Activate or deactivate to ask before publishing location information.
Logging	Enable basic logging. There is a button available to Clear All Logs button Enable advanced logging. These logs are stored in a folder, click the Open Folder button to view the advanced logs. It is recommend ed that Logging is turned off. Enable when requested by TIPT support.

AUDIO

Click the Audio tab to display the following options:

SETTING	OPTIONS
Voice Playback	Select the Output Device from the drop down list that will display all recognised installed devices.
Voice Recording	Select the Input Device from the drop down list that will display all recognised installed devices. Use the Test button to test your recording capabilities. Check the box to Use Automatic Gain Control.
Alert Signal	Select the Ringing Device from the drop down list that will display all recognised sounds that you can use as the default ring signal when you have an incoming call on your TIPT UC-One PC Desktop Client. Test the sound by clicking the **Play** button.
Sounds	Check the box to enable a sound to play for an Incoming Call or Message.

VIDEO

Click the Video tab to display the following options:

SETTING	OPTIONS
Video Capture	Select the video capture device from the drop down list that will display all recognised installed devices.
Video Size	Select from – Small, Medium, Large or HD.

CREDENTIALS

Use the credential tab to set up My Room

SETTING	OPTIONS
Dial-In Number	At the VMR conference number to be used in My Room
Moderator PIN	Enter the PIN number that the attendees will have to use
Conference ID	Enter the Conference ID
Security PIN	Enter the Security PIN Number

PROXY

Click the Proxy tab to display the following options:

SETTING	OPTIONS
Proxy Settings	Please restart the application after changing the proxy settings. Select from: • No Proxy • Use system Proxy settings • Use client proxy settings Web Proxy Server Port Secure Web Proxy Server Port

ADD-INS

SETTING	OPTIONS
Add-In Settings	Select from: • Allow 3rd party application to access TIPT UC-One • Do not ask about incoming Add-in connection requests • Accept incoming requests by default • Reject incoming requests by default

CHAPTER 53
MAC DESKTOP - FAQ'S AND KNOWN LIMITATIONS

ACCESS HELP FOR YOUR CLIENT

To access Help using your TIPT UC-One Mac Desktop Client:

1. Click the **Options** button and select Help
2. **Type** TIPT into the **Search field** and choose from the Menu Items

This will direct you to ***telstra.com/tiptresources***

For "How-to" support the How-to Help Desk can be contacted on **1800 648 116** from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, ***telstra.com/tiptresources***, contact the Telstra IP Telephony Helpdesk - **1800 287 289** 24 hours per day

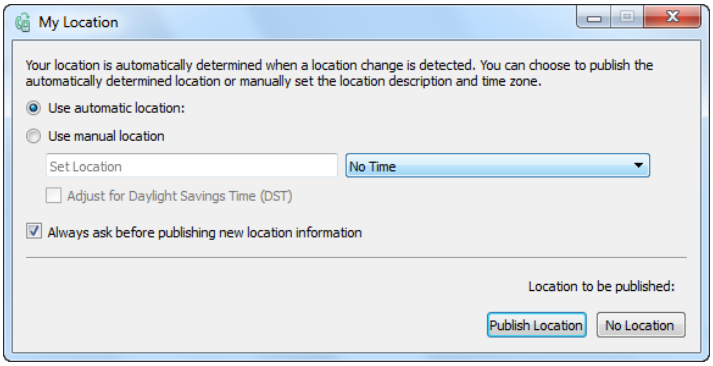
LIMITATIONS

TIPT VIRTUAL MEETING ROOM

When you dial into a meeting using your desk phone it does not automatically enter the moderator PIN. So you join as a participant **not** the host.

PRESENCE - USE AUTOMATIC LOCATION

If UC-One recognises your proxy setting it should determine your location change which will allow you to use '***use automatic location'***. If not ensure you use '***Use Manual Location'*** and manually type the location description.


My Location
Your location is automatically determined when a location change is detected. You can choose to publish the automatically determined location or manually set the location description and time zone.
Use automatic location:
Use manual location
Set Location
No Time
Adjust for Daylight Savings Time (DST)
Always ask before publishing new location information
Location to be published:
Publish Location
No Location

MY ROOM- MORE OPTIONS

The link ***Email My Room Invitation*** does not work. The email is created and the link is placed in the email but it does not link to the ***My Room*** chat session when activated.

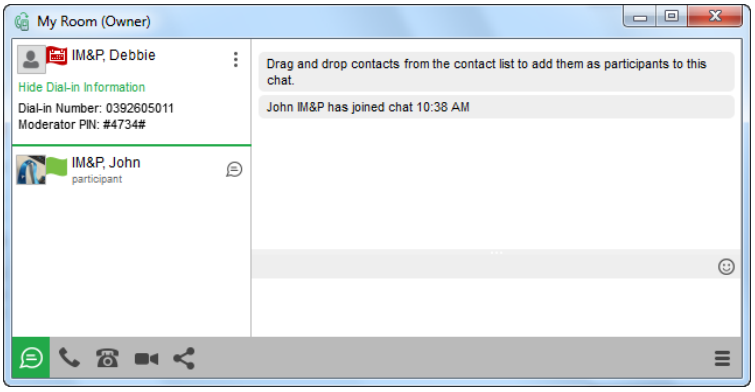
The link in ***Copy My Room invitation*** is not currently supported.

MY ROOM – REMOVING A MEMBER FROM THE CHAT SESSION

The message you receive when you remove a member from a chat session in ***My Room*** 'Dismissed from Chat' dialog box message has an error in the text.

MY ROOM – CALL FROM PHONE

When using ***Call from Phone*** in ***My Room*** to connect to your VMR Conference Number you have to manually type in your PIN Number. This is expected behaviour even if you have already entered the ***Moderator PIN*** Number in your ***Dial In information***.


My Room (Owner)
IM&P, Debbie
Hide Dial-in Information
Dial-in Number: 0392605011
Moderator PIN: #4734#
IM&P, John
participant
Drag and drop contacts from the contact list to add them as participants to this chat.
John IM&P has joined chat 10:38 AM

FAQS

Different companies using TIPT UC-One can Chat between each other providing each of the contacts has their UserID in the IM addess field.

Different companies both on TIPT using UC-One have the ability to share desktops. A user with an Executive and Standard pack has the ability to initiate Desktop Share.

FEATURE SUMMARY

FEATURE	MAC DESKTOP CLIENT
Automatic Sign on	Y
Access to the Enterprise Contact Directory (Telephony Directory)	Y

FEATURE	MAC DESKTOP CLIENT
Access to Outlook Contacts and Calendar	Y
Add, Edit and Remove Personal contacts	Y
Add, Edit and Remove Contact groups	Y
Add, Edit and Remove Conference groups	Y
Add a Contact from an Enterprise search	Y
Make and Receive Voice and Video calls	Y
Search on Contacts	Y
Set a Contact as a favourite	Y
Click to Dial from the Contact Directory	Y
Click to Dial from the Call Log	Y
Call Settings	Call Forwarding Do Not Disturb Remote Office TIPT Anywhere Hide Number Sim Ring Personal
Active Call Features	Mute Hold Blind Transfer Consultative Transfer Speaker Dial pad Conference Video Call

Further support:
TIPT Online Resource Centre: ***telstra.com/tiptresources***
TIPT How to Help Desk: 1800 648 116 from 8am to 8pm AEST
TIPT Faults Help Desk: 1800 287 289 24 hours per day

CHAPTER 54
DEFINITIONS

TERM	DEFINITION
Always Forward	Every call will be forwarded to the number configured.
Communication History	Communication History lists your missed, received and placed calls made from any of your TIPT UC-One devices. The time and details of the call are also displayed.
Contacts	Contacts displays a list of your contacts, as you use TIPT UC-One you will modify contacts to suit your needs. These can be a combination of contacts from your directory, Outlook or contacts your have added using Add Contacts. Contacts are useful for: • Searching all contacts, including your Directory and Outlook contacts if you have it configured. • Lists your own contacts – these can be added from your Directory, Outlook, or by using Add Contacts and entering the contacts details.
Do not disturb	If you enable this DND you will not receive calls. Calls are automatically forwarded to your voicemail if DND is enabled.
Telephony Directory	The Telephony Directory (Enterprise Directory) for your Enterprise. This will display only when you search.
Forward when unanswered	Calls will be forwarded to the configured phone number after a certain number of rings. Please refer to the support web site ***http://www.telstra.com/tiptresources*** for information on how to change the number of rings before a call is forwarded in CommPilot.
Forward when busy	Calls will be forwarded only when the phone being called is busy.
Forward when unreachable	Calls will be forwarded when your TIPT desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Hide number	When the Hide Number feature is enabled your number is hidden from the display of the called party. When enabled, Hide Number only works for calls to contacts external to your enterprise. Calls to colleagues at your business site will still see your number displayed.

TERM	DEFINITION
Remote Office	Remote Office allows you to use any other phone number e.g. home number or mobile, as your TIPT desk phone. When a call is initiated from TIPT UC-One with Remote Office enabled, your business phone number will be displayed to the caller and not your remote office number. Incoming calls to your business are redirected to ring on the Remote Office phone number.
Simultaneous Ring Personal	The Simultaneous Ring Personal feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary TIPT desk phone
SIP URI	The users phone number. Session Initiation Protocol (**SIP**) uniform resource identifiers (**URIs**).
TIPT	Telstra IP Telephony
TIPT Anywhere	The TIPT Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. You can answer an incoming call on any of the configured phones. If required the call can then be continued on any of the other preconfigured phones.
TIPT desk phone	The primary phone for TIPT
TIPT UC-One	Telstra IP Telephony Unified Communication client
Chat (IM)	Chat or Instant Messaging allows you to chat with contacts.
Presence	Online status, allows you to view the online status of a contact whether they are **Available**, **Away**, **Busy** or **Offline**. Some Presence statuses change automatically when you are in a Meeting, chatting or on the phone.
Desktop Share	Allows you to share your desktop with contacts.